



## **Service Standards**

### **Title III-B Flexible Community Services**

All Flexible Community Services Standards were developed by AgeGuide. The Flexible Community Services provider must adhere to the AgeGuide General Service Requirements in addition to service-specific requirements listed below.

#### **I. Definitions**

##### **A. Service Purpose**

1. Some older persons find themselves faced with the loss of continued health and safety and without personal or alternative community resources to secure needed assistance. Some of these individuals represent cases of extreme self-neglect. Others may be victims of crime or natural disasters. Still others are frail older adults with an accumulation of health, psychological, social, economic and environmental problems which place them at risk of losing independence.
2. While an array of medical, housing and personal services are usually available in the community, agencies may have difficulty accessing services because the client lacks personal resources or because the nature of the client's problems prohibit the tapping of those resources. Compounding this situation are gaps in publicly supported services or application and processing delays that threaten the health and safety of the older person. Flexible Community Services are sometimes needed to secure the health and safety of such clients.

**B. Service Definition:** Assistance provided to secure the health and safety of an older person through the local purchase of:

1. Medical Care and Supplies
2. Environmental and Material Aids
3. Community Access
4. Other goods or services related to improving the client's health and/or safety.

**C. Unit of Service:** Each client served constitutes one unit of Flexible Community Services.

**D. Unduplicated Count:** The unduplicated number of individuals who have received services during a contract period.

**E. Client Eligibility:** In addition to serving the target populations identified in the General Service Standards, clients must meet the following requirements:

1. Individuals must be age 60 or older, or individuals aged 18 to 59 with a disability, who find themselves faced with the loss of continued health and safety and without personal or alternative community resources to secure needed assistance.
  - a. Flexible Community Services may be used when community services/resources for which the client is eligible cannot be mobilized in a timely manner or are insufficient to protect the older person's health or safety; or the client's resources are insufficient or unavailable to purchase needed good/service.
2. Flexible Community Services are available to all eligible individuals regardless of their participation in eligible Home and Community Based Waiver Services (Community Care Program, Division of Rehabilitation Services Home Services Program, and the Division of Developmental Disabilities Waiver) or Managed Care (MCO) status.

**II. Service Activities:** Allowable services and/or supplies include:

**A. Medical Care and Supplies**

1. **Dentures, partials or other necessary dental prosthetics**
2. **Eyeglasses**
3. **Health Screening:** Services provided to assist individuals to secure and maintain a favorable condition of health by helping them identify and understand their physical and mental health needs and to secure and utilize necessary medical treatment. The focus of this service is on identifying and evaluating the health needs of older persons and linking them to the health care system, not on diagnosis, monitoring and treatment. Service Activities may include:
  - a. physical screening and evaluation of medical needs;
  - b. referral, follow-up and arrangement for necessary care from health facilities (e.g., private physicians, hospitals, clinics, health departments, home health agencies, etc.);
  - c. health consultation and education;



- a. Screening and education programs to prevent incorrect medication and adverse drug interactions

**7. Mental Health Screening:** Screening services to educate and improve mental health among older persons. Service Activities May Include:

- a. Coordination of community mental health services, provision of educational activities, and referral to psychiatric and psychological services.

## **8. Other types of Medical Care and Supplies**

### **B. Environmental and Material Aids**

**1. Technology:** Assistive technology device means an item, piece of equipment, or product system, whether acquired commercially, modified, or customized, that is used to increase, maintain, or improve functional capabilities of participants.

Assistive technology service means a service that directly assists a participant in the selection, acquisition, or use of an assistive technology device. Service Activities May Include:

- a. the evaluation of the assistive technology needs of a participant, including a functional evaluation of the impact of the provision of appropriate assistive technology and appropriate services to the participant in the customary environment of the participant;
- b. services consisting of purchasing, leasing, or otherwise providing for the acquisition of assistive technology devices for participants;
- c. services consisting of selecting, designing, fitting, customizing, adapting, applying, maintaining, repairing, or replacing assistive technology devices;
- d. coordination and use of necessary therapies, interventions, or services with assistive technology devices, such as therapies, interventions, or services associated with other services in the service plan;
- e. training or technical assistance for the participant, or, where appropriate, the family members, guardians, advocates, or authorized representatives of the participant; and
- f. training or technical assistance for professionals or other individuals who provide services to, employ, or are otherwise substantially involved in the major life functions of participants.

**2. Chore/Housekeeping:** Providing assistance to persons having difficulty with one or more instrumental activities of daily living (e.g., household tasks, personal care or yard work) under the supervision of the client or other responsible person.

Service Activities May Include:

- a.** assist with the uncapping of medication containers and provide water;
  - b.** prepare supplies for the monitoring of non-medical personal care tasks such as shaving, hair shampooing and combing, assistance with sponge bath, assisting with tub bath only when clients are able to enter and exit tub themselves, dressing, brushing and cleaning teeth and/or dentures under specific direction of client or responsible individual;
  - c.** housekeeping tasks (cleaning, laundry, shopping, simple repairs, meal preparation, seasonal tasks); and
  - d.** escort or arrange for transportation (to medical facilities, errands and shopping, miscellaneous family/individual business).
  
- 3. Emergency Utility Assistance:** This may include one-time assistance to pay for outstanding utility bills. A long-term plan for sustainability should be considered beforehand to ensure that the ongoing need to pay monthly utility bills is going to be met by other sources.
  
- 4. Emergency Rent/Mortgage:** This may include one-time assistance to pay for outstanding rent or mortgage. A long-term plan for sustainability should be considered beforehand to ensure that the ongoing need to pay monthly rent or mortgage payments are going to be met by other sources.
  
- 5. Nutrition Services:** Nutrition services are provided to assist older Americans to live independently by promoting better health through improved nutrition and reduced isolation through a program coordinated with other supportive services. Service Activities May Include:
  - a.** Preparation, service and transport of meals (e.g., private home meal delivery for specialized diets, grocery delivery, etc.);
  - b.** nutrition education; and
  - c.** outreach
  
- 6. Housing Assistance:** Technical help to relocate or obtain more suitable housing. The service excludes direct financial assistance to individuals for the purpose of obtaining housing. Service Activities May Include:
  - a.** Assistance in locating suitable and adequate housing which the individual can afford; and
  - b.** Relocation assistance.

- 7. Material Aid:** This may include the one-time purchase of food, clothing, furniture, or other household items that will have an impact on the health and safety of the client.
- 8. Minor Household Modifications:** This may include door widening, ramps, stair lifts, and bathroom or bedroom modifications to improve access for the client.
- 9. Minor Repairs and Weatherization:** Repairs may include necessary yard work, painting, electrical or plumbing repairs; and repairs to steps or porches, windows and doors. Weatherization may include sealing cracks with weather stripping and caulking, insulating attics and walls. Air conditioner, furnace and water heater work may also be provided.
- 10. Respite Care:** In order to be eligible for respite care and supplemental services, family caregivers must be providing in-home and community care to older individuals who meet the following definition of frail as outlined in subparagraph (A) (i) or (B) of section 102 (28) of the Older Americans Act.
  - a.** The term frail means that the older individual is determined to be functionally impaired because the individual
  - b.** Is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision; or
  - c.** Due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.
- 11. Sanitation Assistance:** This may include funds to clean up the living space of a person who hoards, spraying for pests (i.e., roaches or mice), or extensive cleaning of other unsanitary living conditions.
- 12. Other types of environmental and material aids**

### **C. Community Access**

- 1. Assisted Transportation:** Provision of assistance and escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.  
Service Activities May Include:
  - a.** Activities that support the direct provision of transportation service to a person who has difficulties (physical or cognitive) using that transportation

service without such assistance and are related to the provision of trips to or from community resources.

2. **Gas Cards:** This may include purchasing a gas card for a client's primary caregiver or other responsible individual to take the client to pre-determined appointments or activities.
  
3. **Transportation:** Transporting older persons to and from community facilities and resources for purposes of acquiring/receiving services, to participate in activities or attend events to reduce isolation and promote successful independent living. Service may be provided through projects specially designed for older persons or through the utilization of public transportation systems or other modes of transportation. Transportation does not have to be limited to the client's county of residence. Service Activities May Include:
  - a. assistance in making travel arrangements;
  - b. provision of or arrangements for special modes of transportation when needed;
  - c. coordination with similar and related transportation in the community; and
  - d. door to door scheduled route.
  
4. **Vehicle Adaptation:** This may include a variety of adaptations that allow a client to continue driving their own vehicle (i.e., hand controls or scooter lifts).

## 5. Other types of Community Access

### D. Other goods or services related to improving the Client's health and/or safety

### E. Other good/services as needed require prior approval from AgeGuide

### F. Unallowable Expenditures for FCS:

1. Goods and services covered by insurance or other programs such as Community Care Program, Medicaid, Medicare, or other liable third parties (e.g., private insurance);
2. Insurance co-pays and deductibles (IDOA);
3. Services, goods, supports or gifts provided to or benefiting persons other than the client or primary caregiver;
4. Bills or fees outside of the allowable goods and services categorized above (e.g., credit cards, medical bills, ongoing utility bills, annual property taxes);

5. Reimbursement of goods/services already purchased or incurred prior to the request;
6. Vacation or recreational expenses; and
7. Alcohol, tobacco and lottery tickets.

### **III. Service Standards**

**A. Maximum Costs per Client:** A per person served cap of \$500 is applicable for all purchases on behalf of a Flexible Community Services client; with prior AgeGuide approval, the cap may be raised to \$2,000.

1. Providers must submit an *FCS Waiver Request Online Form* to AgeGuide for approval when expenses for a client during the fiscal year are above \$500.
2. An administrative fee less than or equal to ten percent of the total cost of the expense may be included in the total expenses submitted to AgeGuide for reimbursement.
  - a. The administrative fee shall be subtracted from the total FCS allocation for the year. For example, if a client need is \$1500, \$150 may be added to the total expense as an administrative fee. \$1650 should be subtracted from the total allocation for the fiscal year.

### **B. Procurement Requirements**

1. Providers of Flexible Community Services may use their own procurement policies and procedures provided they meet government procurement standards.
  - a. At a minimum, a price or cost analysis must be made in connection with every procurement action.
  - b. Price analysis is to be accomplished through the comparison of price quotations or market prices and similar evidence.
  - c. A cost analysis is the review and evaluation of each element of cost to determine reasonableness, allowability and allocability.
2. Procurement records and files shall include the basis for procurement selection.



### **C. Records and Documentation**

- 1.** Providers shall maintain individual client records in a secure file. The case file for each client shall minimally include:
  - a.** Intake form(s)
  - b.** Documentation of client eligibility for Flexible Community Services, including a summary of the need for assistance:
    - i.** A copy of the approved FCS waiver form for expenditures over \$500, or;
    - ii.** If a completed waiver form is not required, documentation in the file must include the following information: the good(s) and/or service(s) being purchased, confirmation that a financial evaluation has been conducted and other funding sources were explored, the history of the need and how assistance will improve the client's functional abilities and/or quality of life.
  - c.** Procurement records including the basis for procurement selection
- 2.** Provider has implemented policies to ensure the privacy and security of client information (AgeGuide).
  - a.** Provider may disclose information by name about an older person only with the informed consent of the older person or his or her authorized representative. Such informed consent must be documented in the older person's case file whether it is written or verbal consent. The documentation must include who (older person or authorized representative) provided the written or verbal consent (IDOA 603.17 E3).
- 3.** A recordkeeping system shall be in place which keeps count of units of Flexible Community Services provided, unduplicated persons and client demographics.
- 4.** 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.