

**Iowa Department on Aging
Information Service Assistance Monitoring Tool**

AAA: Date:

Reviewed By:

Part I: Policies and Procedures

Section 1: Case Management

A service provided to an older individual, at the direction of the older individual or a family member of the individual:

- by an individual who is trained or experienced in the case management skills that are required to deliver the services and coordination described in subparagraph; and*

- to assess the needs, and to arrange, coordinate, and monitor an optimum package of services to meet the needs, of the older individual; and*

Includes services and coordination such as—

- comprehensive assessment of the older individual (including the physical, psychological, and social needs of the individual);*

- development and implementation of a service plan with the older individual to mobilize the formal and informal resources and services identified in the assessment to meet the needs of the older individual, including coordination of the resources and services—*

- o with any other plans that exist for various formal services, such as hospital discharge plans; and*

- o with the information and assistance services provided under the Older Americans Act;*

- coordination and monitoring of formal and informal service delivery, including coordination and monitoring to ensure that services specified in the plan are being provided;*

- o periodic reassessment and revision of the status of the older individual with—*

- o the older individual; or*

- o if necessary, a primary caregiver or family member of the older individual; and*

- o in accordance with the wishes of the older individual, advocacy on behalf of the older individual for needed services or resources.*

(Source: OAA)

#	Review Question	Yes	No	Comments
1.0	Does the AAA have a procedure for documenting services in the database? (OAA Sec. 102(11))			
1.1	Does the AAA have a detailed procedure for:			
1.1a	completing an intake?			
1.1b	determining eligibility?			
1.1c	conductng an assessment?			
1.1d	developing a care plan?			
1.1e	authorizing services?			

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1.1f	verifying service delivery?			
1.1g	conducting an annual reassessment?			
1.1h	conducting quarterly face to face visits?			
1.2	Does the AAA have a procedure for transferring consumers from Options Counseling to Case Management? (Best Practice rather than a requirement in code. This question will not result in a documented finding.)			

Section 1a: EAPA Assessment & Intervention

Provision of service to an EAPA program consumer that is either at risk of or experiencing abuse, neglect or financial exploitation and entails: (a) One-on-one discussions identifying what is important to the person and for the person with the consideration of dignity of risk; (b) Administration of a standardized assessment tool to identify existing impairments, situations, and to balance the identified service and resource options to achieve healthier and safer outcomes; (c) Advocacy, counseling, case documentation, and person centered intervention plan that defines services and assistance to address identified needs, timelines, and providers; (d) Inter-agency case coordination and service provision; (e) Ongoing follow-up and reassessment; (f) Evaluation of outcomes; and (g) Case closure planning (Source: IDA IAC)

#	Review Question	Yes	No	Comments
1a	Does the AAA have a procedure for documenting services in the database? (OAA Sec. 102(11))			
1a.1	Does the AAA have a detailed procedure for:			
1a.1a	documenting one-on-one discussions identifying what is important to the person and for the person with the consideration of dignity of risk?			
1a.1b	Administration of a standardized assessment tool to identify existing impairments, situations, and to balance the identified service and resource options to achieve healthier and safer outcomes?			
1a.1c	Advocacy, counseling, case documentation, and person centered intervention plan that defines services and assistance to address identified needs, timelines, and providers?			
1a.1d	Ensuring inter-agency case coordination and service provision?			
1a.1e	Ongoing follow-up and reassessment?			
1a.1f	Evaluation of outcomes?			

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1a.1g	Case closure planning?			
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Section 3: Information & Assistance

A service that:

- *provides the individual with current information on opportunities and services available within the communities, including information relating to assistive technology;*
- *identifies the problems and capacities of the individual;*
- *links the individual to the opportunities and services that are available;*
- *to the maximum extent practicable, ensures that the individual receive the services needed and is aware of the opportunities available, by establishing adequate follow-up procedures; and*
- *serves the entire community of older individuals, particularly—*
 - o older individuals with greatest social need;*
 - o older individuals with greatest economic need; and*
 - o older individuals at risk for institutional placement.*

(Source: OAA)

#	Review Question	Yes	No	Comments
3.0	Does the AAA have a procedure for documenting calls in the database?			
3.1	Does the AAA have a procedure for:			
3.1a.	assessing needs of inquirer?			
3.1b	providing adequate and relevant information to help make informed choices?			
3.1c	helping identify alternative resources when services not available?			
3.1d	following up on referrals to ensure service received or provided?			
3.2	Does the AAA have a procedure for using data to establish unmet needs and improve the quality of services?			

