

Title 19—DEPARTMENT OF HEALTH AND SENIOR SERVICES
Division 15—Division of Senior and Disability Services
Chapter 4—Older Americans Act

PROPOSED AMENDMENT

19 CSR 15-[7.050]4.295 Information and Assistance Service Standards. The department is amending sections (2), (5) and (7) and chapter number.

PURPOSE: This amendment updates terminology and statutory authority; and moving rule from Chapter 7 to Chapter 4.

*PURPOSE: This rule sets forth minimum standards for information and assistance service providers to assure that all older [people] **adults** within a planning and service area have reasonable access to services.*

(1) A unit of service is one contact.

(A) A contact is an individual encounter with a client or their advocate.

(B) A contact may be a simple, one-time inquiry, or one which requires follow-up. Contact may be by phone, in person or in writing, or by electronic means such as fax or E-mail.

(2) The service provider shall—

(A) Identify target groups within the project area having the greatest need for services;

(B) Develop a plan for informing and serving the identified target group, establishing measurable objectives;

(C) Establish liaison with other information and assistance programs including services available through the Social Security Administration;

(D) Develop a plan for record keeping which includes data from the nature of requests received, the agencies to which the caller was referred and the service to which the caller was directed or referred;

(E) Maintain a file with respect to current resources and services available to the target population;

(F) Utilize staff specially trained to inform [*the elderly*] **older adults** or their advocates of the opportunities and services available;

(G) Develop a plan to provide services in the language spoken by the target population, if other than English; and

(H) Establish a plan for the follow-up of referrals.

(3) Additional services may include advocacy, case management, public information and education.

(4) The information and assistance staff shall be composed of competent, ethical, qualified individuals, paid or volunteer, sufficient in number to carry out administrative and service responsibilities. Service responsibilities shall include:

(A) Maintaining an up-to-date resource file;

(B) Providing information to all inquirers;

(C) Providing referral and follow-up as needed;

(D) Conducting public information and education activities; and

(E) Collecting data on inquirers and maintaining confidential, accurate and up-to-date records.

(5) Training shall be provided to all information and assistance staff, paid and volunteer, to ensure adequate delivery of information and assistance services. Training shall consist of the following components:

(A) Preservice orientations and training which should include:

1. The role, purpose and function of the information and assistance service;
2. Skills training in the areas of interviewing techniques, attitudes, listening, communications, proper telephone usage, assessment techniques, information and assistance procedures, follow-up, data reading, maintenance of records, use of resource file; and
3. Recognizing abuse/neglect and exploitation of *[the elderly]* **older adults**, the requirements and limitations of section *[660.250]* **192.2400—192.2505**, RSMo and procedures for reporting to the division's hotline;

(B) On-the-job training which should consist of a program of increasing levels of involvement in handling inquiries, beginning with observation and ending with full responsibility for handling inquiries; and

(C) In-service training provided on a regular basis which should include the refinement and updating of the staff's understanding and knowledge of appropriate topics, including the operation of human service systems (legal, health, aging, welfare, governmental, education, advocacy and the like) and shall address techniques that assist staff in maintaining appropriate personal perspective.

(6) Information and assistance service staff shall maintain an accurate resource file which shall be updated periodically by—

- (A) Conducting a general survey of existing organization(s) and service(s) available; and
- (B) Making site visits to the organizations and services, as necessary.

(7) The resource file shall contain a list of public, private and voluntary organizations that provide essential human services and opportunities to *[the elderly]* **older adults**. Each organization listing shall include at least:

- (A) The legal name, common name, address, telephone number, hours and days of service of the organization;
- (B) The service(s) provided by the organization;
- (C) The eligibility requirements and intake procedures of the organization;
- (D) Application procedures required by organization (for example, birth certificate, other documents); and
- (E) The cost of service (the word sliding scale may be sufficient).

(8) Records shall **be** maintained of all transactions. Reports shall be in a manner that identification of older *[people]* **adults** who use the service is not revealed or accessible to anyone other than staff members assisting them.

(9) In the event a referral is made which requires follow-up, a client intake form shall be started. Client intake instruments shall have the capacity to gather at least the following information:

- (A) Family name, address, apartment, street, city or town, county, zip code, telephone number (business and home);
- (B) Name of primary inquirer for which services are sought (if other than caller);
- (C) Problem(s);
- (D) Service needed; organization(s) to which inquirer was referred;
- (E) Nature of request (information or referral, or both); and
- (F) Means of contact (for example letter, telephone, walk-in).

(10) If follow-up is provided, the results of the follow-up shall indicate the final disposition and notation shall be made as to whether service is—

- (A) Completed;
- (B) Ongoing; or
- (C) Incomplete because of, but not limited to—
 1. Insufficient availability of service;
 2. Inquirer's refusal to accept available service;
 3. Inquirer's refusal or unwillingness to contact service; or
 4. Failure of inquirer to meet eligibility requirements (for example, income, residence, age or sex of the inquirer).

(11) The service provider annually shall prepare and submit to the division reports of services and service agencies about which information given or to which referrals were made and the results of follow-up efforts with service providers and persons who sought assistance.

*AUTHORITY: section[660.050] 192.2000, RSMo [Supp. 1999] 2016. * This rule was previously filed as 13 CSR 15-6.191 and 19 CSR 15-7.050. Original rule filed Jan. 6, 1986, effective April 30, 1986. Amended: Filed Aug. 28, 2000, effective March 30, 2001. Moved to 19 CSR 15-7.050, effective Aug. 28, 2001. Amended and moved to 19 CSR 15-4.295: Filed _____.*

*Original authority: 660.050 RSMo 1984, amended 1988, 1992, 1993, 1994, 1995.

PUBLIC COST: This proposed amendment will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed amendment will not cost private entities more than five hundred dollars (\$500) in the aggregate.

*NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed rule with Missouri Department of Health and Senior Services, Division of Senior and Disability Services, Melanie Highland, Division Director, PO Box 570, Jefferson City, MO 65102-0570. Telephone: (573) 526-3626. Email: DSDSDirectorsOffice@health.mo.gov. To be considered, comments must be received within thirty (30) days after publication of this notice in the **Missouri Register**. No public hearing is scheduled.*