
SECTION 2

Eligibility Criteria
Priority for Receipt of Services
Methods of Service Provision
Service Authorization Activities

V. ELIGIBILITY FOR HOME AND COMMUNITY CARE BLOCK GRANT SERVICES

Individuals eligible for Home and Community Care Block Grant services include persons 60 years of age and older and their unpaid primary caregivers in need of in-home and community based services. Specific eligibility criteria for each block grant service are outlined in the service standard.

VI. PRIORITY FOR RECEIPT OF BLOCK GRANT SERVICES

Once community service providers have determined that individuals meet the eligibility criteria for a given service as specified in the service standard, individuals must be served in the following priority order:

- * 1. Older adults for whom the need for Adult Protective Services has been substantiated by the local department of social services and the service is needed as part of the adult protective service plan.
- 2. Older adults who are at risk of abuse, neglect, and/or exploitation.
- 3. Older adults with extensive impairments in activities of daily living (ADL's), or instrumental activities of daily living (IADL's), who are at risk of placement or substitute care.

"ADL's" include: eating, dressing, bathing, toileting, bowel and bladder control, transfers, ambulation and communication (ability to express needs to others e.g. speech, written word, signing, gestures, communication devices).

"IADL's" include: meal preparation, medication intake, cleaning, money management, phone use, laundering, reading, writing, shopping and going to necessary activities.
- 4. Older adults with extensive ADL or IADL impairments.
- 5. Older adults with less extensive (1-2) ADL or IADL impairments.
- 6. Well Older Adults

Community service providers must establish a process to screen prospective service recipients for the purpose of determining priority for receipt of service(s) in accordance with the above criteria.

- * **Information regarding the referral process for older adults who meet criteria #1 for priority of services (above) is included at the end of this Section.**

The Division of Aging has available, upon request, a simple one page screening tool (SOS Profile-Form DOA-403) and corresponding instruction manual which may be used by service providers to assist with determining priority for receipt of services. Agencies interested in receiving copies of the SOS Profile and instruction manual should contact their Area Agency on Aging or the Home and Community Based Services Section of the Division of Aging at (919) 733-3983.

VII. METHODS OF SERVICE PROVISION

Community service providers must provide block grant services in accordance with one of the following two methods:

A. Direct Provision of Service:

The provision of services to eligible individuals by employees of the community service provider.

(Local departments of social services may provide direct services in accordance with "cash pay" policies and procedures as specified in the North Carolina Division of Social Services, Family Services Manual, Volume VI, Chapter IV, Sections 8185 and 8195.)

B. Purchase of Service:

The community service provider may contract for the provision of a service with an outside agency or with an individual who is not employed by the community service provider.

The purchase of service(s) shall be conducted in an open and competitive manner as specified in the Department of Health and Human Services regulations 45 CFR, Part 92.36.

Purchase options specified in 45 CFR, Part 92.36 are:

- competitive sealed bids
- competitive proposals
- non-competitive proposals
- small purchase procedures

Aging services purchased through the block grant by community service providers shall be procured in accordance with local purchase and contracting requirements which do not conflict with 45 CFR 92.36 as specified in 45CFR Part 92.36 (b)(1). The community service provider shall have procedures for settling all contractual and administrative procedures arising out of the procurement of services through the block grant. The community service provider shall have procedures governing the evaluation of bids for services and procedures through which bidders and contracted providers may appeal or dispute a decision made by the community service provider.

Questions regarding procurement requirements specified in 45 CFR, Part 92.36 should be addressed to the Area Agency on Aging.

VIII. SERVICE AUTHORIZATION

Regardless of the method of service provision utilized, community service providers are responsible for ensuring that the following service authorization activities are carried out for each individual receiving block grant services:

- eligibility determination as specified in item V. above and in accordance with the specific criteria outlined in each service standard;
- client intake/registration;
- conducting client assessment and reassessments as specified in the service standard;
- determining the amount of services to be received by the client based on individual client needs;
- conducting quarterly home visits as specified in the service standard; and
- reviewing policies and procedures regarding service cost-sharing and/or voluntary contributions with all eligible individuals.

Service authorization activities may be included in the unit rate/non-unit cost established to provide Home and Community Care Block Grant Services.

**PROCESS
LOCAL DEPARTMENTS OF SOCIAL SERVICES
WILL USE TO REFER ADULT PROTECTIVE SERVICES CLIENTS
TO COMMUNITY SERVICE PROVIDERS**

Introduction

As the population of older adults increases so does the need for services for those adults. In particular, is the ever increasing need for protective services for those disabled adults who have been abused, neglected or exploited. Often what is needed in these situations are a wide range of in-home and community based services designed to improve the quality of life for these adults and to enable them to be maintained in the least restrictive environment possible.

Reporting, Evaluating and Referring Adults in Need of Services

Protective services for adults are defined by statute as “services provided by the state or other government or private organizations or individuals which are necessary to protect the disabled adult from abuse, neglect or exploitation” (General Statute 108A Article 6). The statutes require that: anyone having reasonable cause to believe that a disabled adult is in need of protective services shall report such information to the director of the department of social services in the county in which the adult resides or is present. A report is appropriate if the information suggests that the adult is disabled, has been abused, neglected or exploited and is in need of protective services.

When a director of the department of social services receives such a report he must conduct a prompt and thorough evaluation to determine whether, in fact, the disabled adult has been abused, neglected or exploited, is in need of protective services and what specific services are needed to protect the individual from risk of further mistreatment.

When the county department of social services substantiates that a specific individual is in need of adult protective services, a protective services plan for that individual must be developed. If that service plan includes the need for in-home and community based services funded by the Home and Community Care Block Grant funds, then these individuals must be referred to the appropriate service providers and receive such services in priority order in accordance with the criteria set forth in this manual.

The adult protective services social worker will help coordinate these services with the service provider to ensure that the service plan is carried out.

Summary of Referral Process

Following is the process which county departments of social services follow in receiving and evaluating reports. It includes the process for referrals to service providers funded by the Home and Community Care Block Grant for the purpose of providing services to older disabled adults in need of protective services.

1. The department of social services receives a report alleging that an individual is disabled; has been abused, neglected or exploited; and is in need of protective services.
2. The adult protective services social worker conducts a thorough evaluation and makes decisions regarding the need for protective services, including development of a service plan if the need for protective services is substantiated.
3. The adult protective services social worker then makes referrals to appropriate service providers in order to obtain those services identified in the service plan for the adult. The social worker should include information the referral to the effect that the adult is receiving adult protective services and is in need of in-home or community based services.
4. The social worker may share with the service provider sufficient information about the disabled older adult in order for the provider to be able to provide/arrange for appropriate services.
5. The department of social services will not be able to disclose any information about specific clients for whom they have not referred to a service provider. However, if a service provider has information alleging that an adult is disabled; has been abused, neglected or exploited; and is in need of protective services, they must notify the department of social services regarding this individual in accordance with statutory requirements explained above.