

EMERGENCY
VIRGINIA DEPARTMENT FOR THE AGING
SERVICE STANDARD

Definition

Providing financial aid and other resources, including referrals to other public and private agencies, to persons 60 and older who have an emergency need for help. The program provides for immediate and short-term assistance in getting resources in an emergency that endangers the health or well-being of older persons.

Eligible Population

Persons 60 years of age and older with emergency needs that cannot be met through other services. Priority shall be given to older individuals who are in the greatest economic and social need, with preference given to low-income minority individuals and to those older persons residing in rural or geographically isolated areas.¹

Service Delivery Elements

Agencies providing Emergency service must perform all of the following components:

Resource file: The development and maintenance of accurate, up-to-date, and well-organized information on opportunities, services, and resources available in the community, including detailed data on service providers.

Information: The process of informing an older person of available opportunities, services, and resources.

Assessment: The process of identifying, analyzing, and prioritizing the needs of older persons, utilizing the Virginia Service – Quick Form, other client assessment documents, and Federal Poverty/VDA Sliding Fee Scale (unless all information needed to determine federal poverty is documented on Virginia Service – Quick Form).

Referral: The process of initiating an arrangement between the older person or caregiver and the service provider, which should include:

- advising older persons and their caregivers;
- providing information to older persons to link them with the opportunities, services, and resources available to meet their needs;
- assisting the person or caregiver to contact the appropriate community resource.
- if necessary, advocating with agencies on behalf of older persons.

¹ Older Americans Act of 1965, as amended, Section 306(a)(4)(A)(i)

Administrative Elements

Staff Qualifications:

- Knowledge: Emergency service staff should have an awareness of the biological, psychological, and social aspects of aging; the impact of disabilities and illnesses on aging; interviewing principles; community resources; and public benefits eligibility requirements.
- Skills: Emergency service staff should have skills in establishing and sustaining interpersonal relationships; problem-solving; and advocacy.
- Ability: Emergency service staff should have the ability to communicate with persons of different socio-economic backgrounds; conduct an effective interview; complete an assessment; arrange and negotiate service referrals; and work independently.

Job Descriptions:

For each paid and volunteer position funded by Title III of the Older Americans Act, an Area Agency on Aging shall maintain:

- A current and complete job description which shall cover the scope of duties and responsibilities of Emergency service staff; and
- A current description of the minimum entry-level standards of each job.²

Units of Service:

Units of service must be reported in AIM for each client receiving services. Services units can be reported by client on a daily basis, but not aggregated (summarized) more than beyond one calendar month.

- Contact; count those contacts with the client and collateral contacts with agencies/caregivers related to establishing services.
- Persons served (unduplicated): the client/caregiver who is to receive a service(s).

Program Reports

- Aging Monthly Report (AMR) to VDA by the twelfth (12th) of the following month. If the Area Agency on Aging provides this service, this report must be updated and submitted even if no expenditures or units of service occurred.
- AIM client level data transmitted to VDA by the last day of the following month.

Consumer Contributions/Program Income

The Area Agency on Aging shall formally adopt written policies and procedures, adopted by the governing board, regarding the collection, disposition, and accounting for program income.³

- Cost Sharing/Fee for Service: An Area Agency on Aging is permitted to implement cost sharing/fee for service for recipients of this service.⁴

And/or

- Voluntary Contributions: Voluntary contributions shall be allowed and may be solicited provided that the method of solicitation is non-coercive.⁵

² 22 VAC 5-20-250, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

³ 22 VAC 5-20-410, Grants To Area Agencies On Aging, Department for the Aging Regulations, Virginia Administrative Code

⁴ Older Americans Act of 1965, as amended, Section 315(a)

Quality Assurance

Staff Training:

- Emergency service staff should receive orientation on agency policies and procedures, client rights, community characteristics and resources, and procedures for conducting the allowable activities under this service.
- Emergency service staff should receive a minimum of 10 hours of in-service training per year based on the need for professional growth and upgrading of knowledge, skills, and abilities.

Supervision/Case Review:

Consultation, supervision and case review shall be available to all staff providing the service.

Program Evaluation:

The agency should conduct regular systematic analysis of the persons served and the impact of the service. Subcontractors shall be monitored annually.

Client Records:

Service providers must maintain specific program records that include:

- Virginia Service – Quick Form (At a minimum, this form must be updated annually).
- Federal Poverty should be determined and documented. The Federal Poverty/VDA form may be used.
- Any fee for service charge to the client shall be determined by the applicable sliding fee scale.

⁵ Older Americans Act of 1965, as amended, Section 315(b)