



Service Definitions for Information & Assistance Funded Under The Older Americans Act, Title –III-B

4016 INFORMATION AND ASSISTANCE SERVICES (I&A)

Older Americans Act, 321 (a)(3) ...services designed to encourage and assist older individuals to use facilities and services (including information and assistance services) available to them, including language translation services to assist older individuals with limited-English speaking ability to obtain services under this title.¹

45 CFR 1321.53(b) (1) a comprehensive and coordinated community based system described in paragraph (a) of this section shall: Have a visible focal point of contact where anyone can go or call for help, information or referral on any aging issue...

(a) Information and Assistance (I&A) Services shall ensure access, outreach linkage, and follow-up procedures for older adults and persons with disabilities and other interested persons to all available benefits and services including the following:

- (1) All public/private financial benefits;
- (2) Housing;
- (3) Transportation;
- (4) Nutrition;
- (5) Protective Services;
- (6) In-Home Services/Case Management;
- (7) Community/Social Services;
- (8) Legal Services;
- (9) Health Related Issues;
- (10) Long Term Care; and
- (11) Education and Training.

Particular emphasis on linking all available services must be given to isolated older persons and older persons with Alzheimer's Disease or Related Disorders (AD/RSD), and to older adults with the greatest economic/social need, particularly low-income minority older adults, older adults residing in rural areas, and older adults with limited English-speaking ability.

4016.1 ALLOWABLE INFORMATION AND ASSISTANCE SERVICES ACTIVITIES

Allowable Information and Assistance Services include:

- (1) Providing answers to questions and/or data about available services, their location, and service eligibility requirements;
- (2) Assisting a client to receive a needed service, either by making a contact with a client or by providing clients with information regarding the location of a service provider; and
- (3) Follow-up contacts (as needed in special cases) made with a client or a service provider to determine if the needed service was provided or what additional services may still be needed.

4016.5 UNIT OF SERVICE

A single unit of service equals the following:

- (1) One call received from a client;
- (2) One call made on behalf of a client;

- (3) One mailing, e-mail, fax, or delivery per *specific* address;
- (4) One contact at an organized event; (i.e. Health Fairs, Conferences); and
- (5) a speaking engagement would equal 1 unit per person present during the speaking engagement. Example – 40 people present would equal 40 units of service.