

SUBCHAPTER 06C – INFORMATION AND ASSISTANCE

SECTION .0100 - SCOPE OF INFORMATION AND ASSISTANCE

10A NCAC 06C .0101 DEFINITIONS AND SCOPE OF INFORMATION AND ASSISTANCE

(a) SCOPE. Information and Assistance is identified as a critical service which assists older adults, their families and others acting on behalf of older adults, in their efforts to acquire information about programs and services and to obtain appropriate services to meet their needs.

(b) DEFINITIONS. The following definitions shall apply throughout this Section:

- (1) "Agency" is any agency who receives Home and Community Care Block Grant Funds for the provision of Information and Assistance Services.
- (2) "Information" includes informing people about programs and services, identifying the types of assistance they need and connecting them to appropriate service providers.
- (3) "Assistance" is a more intensive service for those persons who require additional help with negotiating the service delivery system. Assistance includes the provision of planning, referral, coordination of services, follow-up and advocacy activities on behalf of the older adult or their family, or both, in an effort to ensure that needed assistance is received and that the assistance provided meets identified needs. Assistance may also include a home visit to more clearly identify a client's needs for the purpose of initiating the development of a care plan.

*History Note: Authority G.S. 143B-181.1(c); 143B-181.1(a)(11);
Eff. November 1, 1991;
Amended Eff. July 18, 2002;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. September 6, 2016.*