

## 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.*

#### 10A NCAC 06C .0102 SERVICE PROVISION

Any agency offering Information and Assistance shall have the capacity and capability to provide all of the following functions:

- (1) Assess/Evaluate: Determine the immediate problem or concern of the individual; probe for other problems or concerns.
- (2) Inform: Provide individuals with information related to the assessed problems or concerns on services and opportunities available within the community.
- (3) Refer: Link the individual with the service or provide information on how to access or connect with available services.
- (4) Research: Locate information requested, but not immediately available, relevant to meeting the individual's needs.
- (5) Plan: Assist individual in identifying the desired outcome(s) and method(s) for obtaining what the individuals needs.
- (6) Coordinate: Directly connect the individual to the service desired; monitor on a short-term basis the person's success in making the connection to needed services.
- (7) Follow-up: Re-contact the individual or service provider to determine the outcome of the situation and provide additional services if requested.
- (8) Advocate: Intervene on behalf of an individual or a group of individuals in an effort to obtain a positive change in the availability or delivery of one or more essential services.

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

### SECTION .0200 – SERVICE PROVISION

#### 10A NCAC 06C .0201 ELIGIBILITY FOR INFORMATION AND ASSISTANCE

Those eligible for Information and Assistance Services are persons 60 years of age and older or persons acting on behalf of persons age 60 and older and, who are in need of information or services.

*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.

#### **10A NCAC 06C .0202 RESOURCE FILE**

(a) The agency providing Information and Assistance shall develop, maintain, and use an accurate, up-to-date resource file that contains information on available community resources. The Information and Assistance provider shall update the resource file annually.

(b) A profile shall be developed on each service organization and agency that shall include, but is not limited to: the legal name, common name, or acronym; address; telephone number; hours and days of service; services provided; area served; branch offices; known barriers to accessibility and restrictions on facility use.

(c) The resource file shall be accessible to all staff providing Information and Assistance.

*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.

#### **10A NCAC 06C .0203 STAFF COMPETENCE**

The agency providing Information and Assistance shall make orientation and training available to paid and volunteer staff.

(1) Staff shall participate in an orientation program which, at a minimum, reviews the role, purpose, and function of Information and Assistance; the role of the agency; and the administrative structure and policies for providing the service.

(2) Agencies shall also provide education and to enable staff to perform the functions defined in 10 NCAC 22L .0102. At a minimum, this shall include the development of interviewing techniques and communication.

*History Note:* Authority G.S. 143B-181.1(a)(11); 143B-181.1(c);  
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.

#### **10A NCAC 06C .0204 DOCUMENTATION**

(a) Each agency providing Information and Assistance shall maintain a daily log or tracking system indicating contacts made during the course of the day.

(b) For those persons who receive Information, as defined in 10A NCAC 06C .0101, the log shall include the date, nature of the concern and action taken.

(c) For those persons who receive Assistance, as defined in 10A NCAC 06C .0101, a client record or file shall be maintained by the agency and shall include: client identification information; identification of client needs; a client plan showing anticipated outcomes and methods to be used and action taken or agencies to whom the client was referred and dates; necessary coordination of services; and follow-up contacts made to or on behalf of the client and the dates.

(d) The provider agency shall have written procedures in place to keep client information confidential.

*History Note:* Authority G.S. 143B-181.1(a)(11); 143B-181.1(c);  
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.

