



## Commission On Aging

[www.co.monroe.mi.us/commonaging](http://www.co.monroe.mi.us/commonaging)

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## Monroe County Commission on Aging Service Definition and Minimum Requirements Manual

*Original Issue Date: 5/14/2014*

*Most Recent Update(s): 12/08/2021*

### **Per MCCOA Policy 14-01;**

The Monroe County Commission on Aging Board maintains the responsibility for the adoption and revision of service definitions and minimum requirements to be followed for all Monroe County Senior Millage funded services. All approved service definitions and minimum requirements are to be compiled in the *Monroe County Commission on Aging Service Definition and Minimum Requirements Manual*.

Adoption and/or revision of any service definition or minimum requirement shall be made only by action of the Monroe County Commission on Aging Board.

Interpretations of the applicability of any service definition or minimum requirement shall be made only by the Director of the Monroe County Commission on Aging, or her/his designee, in response to a written inquiry. All interpretations will be brought before the Commission on Aging Board for review at the next regularly scheduled Board meeting.

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**Service Name:** Adult Day Service

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Daytime care for a functionally or cognitively impaired older individual conducted in a structured manner providing social, rehabilitative and/or maintenance of care services in a supported group setting outside of the client's home.

**Unit of Service:** One hour of care provided to a client 60 or older. Units over/under an hour are to be reported in 15-minute increments.

### OR

One day (minimum of 5 hours) of care provided to a Monroe County resident that is 60 years of age or older. Service under 5 hours is to be reported as .5 units.

### **Minimum Requirements:**

1. Funded agency must offer Comprehensive Care (Dementia) Adult Day Service (ADS) programs and have the capacity to provide the following services:
  - Personal care
  - Dementia specific client centered programming
  - Staff to client ratio of at least 1:4 (Michigan) or 1:6 (Ohio)
2. Each program shall establish written eligibility criteria, which will include at a minimum:
  - Participants must require continual supervision in order to live in their own homes or the home of a primary caregiver.
  - Participants must require a substitute caregiver while their primary caregiver is in need of relief, or otherwise unavailable.
  - Participants may have difficulty or be unable to perform activities of daily living (ADLs) without assistance.
  - Participants shall be capable of leaving their residence, with assistance, in order to receive service.
  - Participants would benefit from intervention in the form of enrichment and opportunities for social activities in order to prevent and/or postpone deterioration that would likely lead to institutionalization.
3. If preliminary screening indicates an individual may be eligible for Adult Day Service, a comprehensive individual assessment of need shall be performed before admission to the program. All assessments shall be conducted in person with caregiver or prospective client.



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4. A service plan shall be developed for each individual admitted to an Adult Day Service program. The service plan must be developed in cooperation with and be approved by the client, the client's guardian, or any other designated representative. The service plan shall contain at a minimum:
  - A statement of the participant's problems, needs, strengths, and resources.
  - A statement of the goals and objectives for meeting identified needs.
  - A description of methods and/or approaches to be used in addressing needs.
  - Identification of basic and optional program services to be provided.
  - Treatment orders of qualified health professionals, when applicable.
5. Each program shall have a written policy/procedure to govern the development; implementation and management of service care plans. Each participant is to be reassessed every three months to determine the results of implementation of the service plan. If observation indicates a change in client status, a reassessment may be necessary before three months have passed.
6. Written service plans for each ADS participant must be in place within ten (10) working days after the participant's admission.
7. Three (3) month reassessments must be documented with date and signature of reviewer on the care plan.
8. Each program shall maintain comprehensive and complete client files, which include at a minimum:
  - Details of participant's referral to adult day service program.
  - Intake-records.
  - Daily charting of activity
  - Assessment of individual needs or copy of assessment (and reassessments) from referring program.
  - Service plan (with notation of any revisions).
  - Listing of participant contacts and attendance.
  - Progress notes in response to observations (at least monthly).
9. Progress notes shall be written regularly in order to reflect changes in the participants' status and progress made toward the goals established by the care plan.
10. Treatment notes and records of significant events must be written daily in compliance with professional standards.
11. Progress notes should be signed and dated by the caregiver daily.
12. Notation of all medications taken on premises.
13. Notation of basic and optional services provided to the client.



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14. Notation of any and all release of information about the client, signed release of information form, and all client files shall be kept confidential in controlled access files. Each program shall use a standard release of information form, which is time-limited and specific as to the information being released.
15. A description of accidents or illnesses occurring while the individual is at the ADS facility, or participating in an off-site, sponsored activity. The record should state the date, time and condition under which the incident occurred, and the action taken.
16. Each adult day service program shall provide directly or make arrangements for the provision of the following services. If arrangements are made for provision of any service at a place other than program operated facilities, a written agreement specifying supervision requirements and responsibilities shall be in place.
  - Transportation
  - Personal care
  - Nutrition: one hot meal per eight-hour day, which provides one-third of recommended daily allowances and follows the meal pattern of the general requirements for nutrition programs. Participants in attendance from eight to twelve hours shall receive an additional meal to meet combined two thirds of the recommended daily allowances. Modified diet menus should be provided, where feasible and appropriate, which take into consideration client choice, health, religious, and ethnic diet preferences. Meals shall be acquired from a congregate meal provider where possible and feasible.
  - Recreation: consisting of planned activities suited to the needs of the client and designed to encourage physical exercise, to maintain or restore abilities and skill, to prevent deterioration, and to stimulate social interaction.
17. Each adult day service program may provide directly or make arrangements for the provision of the following optional services. If arrangements are made for provision of any service at a place other than program-operated facilities, a written agreement specifying supervision requirements and responsibilities shall be in place.
  - Rehabilitative: physical, occupational, speech and hearing therapies provided under order from a physician by licensed practitioners
  - Medical support: laboratory, x-ray, pharmaceutical services provided under order from a physician by licensed professionals
  - Services within the scope of the Nursing Practice Act (P.A. 368 of 1978)
  - Dental: under the direction of a dentist



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- Podiatric: provided or arranged for under the direction of a physician.
- Ophthalmologic: provided or arranged for under the direction of an Ophthalmologist
- Health counseling

18. Each program shall establish written policies and procedures to govern the assistance to be given participants in taking medications while participating in the program.

19. Each provider shall establish a written policy/procedure for discharging individuals from the program, which includes, at a minimum, one or more of the following:

- The participant's desire to discontinue attendance.
- Improvement in the participant's status so that they no longer meet eligibility requirements.
- An increase in the availability of caregiver support from family and/or friends.
- Client becomes unsuitable for the program
- Permanent institutionalization of client.
- When the program becomes unable to continue to serve the client and referral to another provider is not possible.

20. Staffing

- Each ADS program shall employ a full-time program director with a minimum of a bachelor's degree in a health or human services field or be a qualified health professional. The program shall continually provide support staff at a ratio of no less than one staff person for each four (4) participants (one staff person for six (6) participants for programs located in Ohio). Health support services may be provided only under the supervision of a registered nurse.
- Program staff shall be provided with an orientation training, which includes, in addition to the topics specified in the general requirements for all service programs, assessment/observation skills, and basic first aid.
- Programs transporting clients riding in wheelchairs must ensure the wheelchair is belted into the van/bus and the client is belted into the chair. Both types of restraints are required.

21. Each ADS program shall have first-aid supplies available at the ADS center. A staff person certified in first-aid procedures, including CPR and AED must be present at all times participants are in the ADS center. AED machine must be present on site at all times and programs must provide training and annual refresher to certified staff on use of AED equipment.



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22. Procedures to be followed in emergency situations (e.g., fire, severe weather) shall be posted in each room of the ADS center. Practice drills of emergency procedures shall be conducted once every six (6) months. The program shall maintain a record of all practice drills.
23. Each ADS day care center shall have the following furnishings:
- At least one straight back chair for each participant and staff person.
  - Lounge chairs and/or day beds as needed for naps and rest periods.
  - Storage space for participants' personal belongings.
  - Tables for both ambulatory and non-ambulatory participants.
  - A telephone, which is accessible to all participants.
  - Special equipment as needed to assist persons with disabilities.
  - All equipment and furnishings in use shall be maintained in safe and functional condition.
24. Each day care center shall demonstrate that it is in compliance with fire safety standards and the Michigan (or Ohio) food code.



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**Service Name:** Assistance to the Deaf and Hearing Impaired

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Group or individual support designed to assist in the needs of the deaf and hard of hearing. Interpretation of information for the client as needed.

**Unit of Service:** One hour of time spent providing assistance to deaf or hard of hearing senior citizens. Units over/under an hour are to be reported in 15-minute increments. Group presentation unit(s) are divided among participants.

**Minimum Requirements:**

1. Programs must have staff that is fluent in American Sign Language and other communication modes suitable to the deaf and hearing impaired.
2. Programs must establish linkages with other local and statewide programs offering services to the hearing impaired and have knowledge of the deaf community culture.
3. Programs must actively conduct outreach to the deaf and hard of hearing in the County.
4. Programs must effectively plan programming in a manner that addresses needs, social aspects, and medical aspects whether in a group or individual setting.





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**Service Name:** Home Chore

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Provision of approved household tasks intended to increase the safety of the individual living at home.

**Unit of Service:** One hour spent performing specific chore tasks for eligible seniors. Units over/under an hour are to be reported in 15-minute increments.

### And/or

Actual costs for materials and disposable supplies divided by the hourly unit rate.

### Minimum Requirements:

1. Program may subcontract with private companies that provide specific chore services. It is the responsibility of the COA contracted agency to ensure that all minimum requirements are met and documented by a subcontractor.
2. Chore providers must have policies in place that address fee-for-service and private pay.
3. Chore providers must ensure that all direct service workers receive training in and adhere to all federal, state, and local regulations.
4. Funds may be used to purchase materials and disposable supplies to complete the chore tasks.
5. Only the chore tasks listed below shall be provided unless the COA Director (or designee in the absence of the COA Director) gives prior approval.

### Approved Outdoor Chore Tasks (In order of Priority):

- Lawn Cutting
- Snow Removal
- Screen/Storm Window/Window Air Conditioning installation and Removal
- Gutter Cleaning
- Roof Sweeping
- Trimming Hedges and Trees
- Outdoor Spring Clean up
- Window Washing

### Approved Indoor Chore Tasks (In order of Priority):

- Plumbing- pipe or faucet repairs; toilet repairs



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- Carpentry-repairing steps, floorboards or railings
- Electrical- replacing fuses, bulbs, plugs or cords
- Heavy Cleaning/Trash Removal- Cleaning attics, basements and other living areas that pose a health risk.
- Pest Control (By a licensed provider)
- Carpet cleaning
- Window and Wall Washing



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**Service Name:** Community Living Program

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Provision of home care, transportation, medication management, and personal emergency response system services by contracting with Monroe County senior services providers.

**Unit of Service:** One hour of direct client contact. Units over/under an hour are to be reported in 15-minute increments.

**Minimum Requirements:**

1. Program may subcontract with private companies that provide specific services. It is the responsibility of the COA contracted agency to ensure that all minimum requirements are met and documented by a subcontractor.
2. Program must maintain a policy, which requires staff to agree in writing, not to solicit or accept monetary contributions or gifts from clients and/or caregivers for their own use; or attempt the sale of any type of merchandise or service to client and/or caregivers.
3. Program must develop and document a staff orientation and training. Evidence of such training shall be documented and retained in the employee's personnel file.
4. Program must develop an emergency plan for each client that meets nursing facility level of care, in conjunction with the primary caregiver, which must be available to the caregiver staff at all times. The plan shall include an emergency contact name and phone number.
5. Programs must have a written procedure for requesting, encouraging, and accepting donations from clients.
6. Programs will have a mechanism for assessing and documenting client conditions and conditions changes.
7. Programs must have a plan in place to substitute a caregiver in the absence of a regular worker.



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**Service Name:** Congregate Meals

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** The provision of a nutritious meal in a community setting.

**Unit of Service:** One meal or two cans of Ensure Plus

### Minimum Requirements:

1. Each program must have written eligibility criteria, which places emphasis on serving individuals in greatest need.
2. Compliance with Michigan Food Code and local public health codes regulating food service establishments. Each meal site and kitchen operated by a congregate meal provider shall be licensed, as appropriate, by the local health department.
3. Each program, through a combination of its meal sites, must provide meals at least once a day, five or more days per week. Programs may serve up to three meals per day at each meal site.
4. Each meal site must comply with all federal, state, and local regulations.
5. Congregate Meal Documentation: Sign-in sheets must be used for meals served to receive reimbursement.



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**Service Name:** Counseling

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Activity designed to develop or strengthen an individual's health and well-being conducted either individually or in a group setting.

**Unit of Service:** One 60-minute counseling session. Units over/under an hour are to be reported in 15-minute increments. When serving more than one eligible participant simultaneously, unit(s) is divided among participants.

**Minimum Requirements:**

1. Service must be provided by a licensed Social Worker, Psychologist, Counselor, or equivalent holding the appropriate licensure through the State of Michigan.
2. Therapists must subscribe to and follow the ethical code related to their respective license (NASW, NBCC, APA).
3. Programs must have a protocol in place that protects the confidentiality of clients.
4. Program staff must document in writing evaluation, progress, and treatment on each client served.
5. Programs must have a protocol in place that allows delivery of service to clients who are homebound.



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**Service Name:** Diabetic Services

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Group or individualized instruction on prevention and management of diabetes.

**Unit of Service:** One hour of direct client service. Units over/under an hour are to be reported in 15-minute increments. When serving more than one eligible participant simultaneously, unit(s) are divided among participants.

**Minimum Requirements:**

1. Service must be provided by licensed practical nurse, registered nurse, and/or registered dietician in the State of Michigan.
2. Nurses/dieticians must subscribe to and follow the ethical code related to their respective license.
3. Programs must have a protocol for dealing with emergencies if client is symptomatic for distress related to their diabetes.



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**Service Name:** Evidence-Based Prevention/Health Promotion Programs

**Date Adopted:** 7/12/2017

**Date Revised:** N/A

**Service Definition:** A service program that provides information and support to older adults with the intent to assist them in avoiding illness and improving health status.

Allowable programs include:

- Caregiver Education
- Health Risk Assessments
- Health Promotion Programs
- Physical fitness, group exercise, music, art, dance movement therapy; programs for multi-generational participation
- Medication management, screening, and education to prevent incorrect medication and adverse drug reactions
- Mental Health Screening Programs
- Education programs pertaining to the use of Preventative Health Services covered under Title XVIII of the Social Security Act
- Information programs concerning diagnosis, prevention, treatment and rehabilitation of age related diseases and chronic disabling conditions

**Unit of Service:** One hour of direct client service. Units over/under an hour are to be reported in 15-minute increments. When serving more than one eligible participant simultaneously, unit(s) are divided among participants.

**Minimum Requirements:**

1. Programs shall utilize staff with specific training and/or experience in the particular service area(s) being provided.
2. Programs shall target geographic areas which are medically underserved and which there are a significant number of older adults who have the greatest economic need for such services.
3. Programs should be provided at locations and in facilities convenient to older participants.
4. Only evidenced based programs meeting the highest criteria (tier 3 as defined by the Administration on Aging) will be considered for funding. An



approved program list can found at  
<https://www.ncoa.org/resources/ebpchart/> or by contacting the Monroe  
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**Service Name:** Home Care

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Direct service to clients performing non-skilled assistance in the forms of light house cleaning, errands, linen changes, vacuuming, floor cleaning, grocery shopping, laundry, cooking, cleaning, respite care, and personal care.

**Unit of Service:** One hour of direct client contact. Units over/under an hour are to be reported in 15-minute increments.

**Minimum Requirements:**

1. Program must maintain a policy, which requires staff to agree in writing, not to solicit nor accept monetary contributions or gifts from clients and/or caregivers for their own use; nor attempt the sale of any type of merchandise or service to client and/or caregivers.
3. Program must develop and document a staff orientation and training. Evidence of such training shall be documented and retained in the employee's personnel file.
4. Program must develop an emergency plan for each client, in conjunction with the primary caregiver, which must be available to the homemaking caregiver at all times. The plan shall include a minimum of two emergency contact names and phone numbers and information on their hospital of choice.
5. Programs must have a written procedure for requesting, encouraging, and accepting donations from clients.
6. Programs will have a mechanism for assessing and documenting client conditions and conditions changes.
7. Programs must have a plan in place to substitute a caregiver in the absence of a regular worker.



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**Service Name:** Home Injury Control

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Installation of home safety modifications that prevent serious injuries and falls and enable individuals to remain safely in their homes.

**Unit of Service:** \$1.00 towards the actual cost of the purchase and/or installation of a home injury control item.

### Minimum Requirements:

1. Program may subcontract with private companies that provide specific services. It is the responsibility of the COA contracted agency to ensure that all minimum requirements are met and documented by a subcontractor.
2. Each program shall provide assistive devices as described below, and offer explanation and demonstration on usage to the client. Installation of the device is required unless a written waiver is obtained from the client.
3. Each program must maintain a record of homes adapted, including date of referral, date work completed, tasks performed, materials used, cost and sources of payment.
4. All safety devices installed must conform to local building codes and safety standards.
5. Funds may be used to purchase materials and disposable supplies to complete the home injury control tasks.
6. Only the home injury control adaptations listed below shall be provided unless the COA gives prior approval.

### Priority Home Injury Control Adaptations

- a. Wall mounted grab bars/tub or other grab rails/assistive break apart rails
- b. Bathroom chairs/seats/transfer benches
- c. Hand-held showerhead
- d. Raised toilet seats (with or without rails)
- e. Stairway/hallway hand rails (interior/exterior)
- f. Safety lighting
- g. Smoke Alarms/Carbon Monoxide detectors
- h. Non-slip treatments for steps/ramps/tubs
- i. Fans/air conditioners (as appropriate and as funds permit)



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**Service Name:** Home Delivered Meals

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** The provision of a nutritious meal in an individual's home.

**Unit of Service:** One Meal or Two Cans of Ensure Plus

### Minimum Requirements:

1. Each program must have written eligibility criteria, which places emphasis on serving older persons in greatest need and includes, at a minimum:
  - Programs shall service the entire Monroe County area.
  - A person must be homebound; i.e., does not leave his/her home under normal circumstances.
  - A person must agree to be home when meals are delivered, or contact the program when absence is unavoidable.
4. Each program may provide up to three meals per day to an eligible client based on need as determined by an assessment.
5. Each home delivered meals provider shall have the capacity to provide three meals per day.
6. Meals shall be made available at least five days per week.
7. The program may also make liquid meals available to program participants when ordered by a physician.
8. When liquid meals are used to supplement a participant's diet, the physician's order must be renewed every six months.
9. The program shall verify and maintain records that indicate each client receiving frozen meals has, and maintains, the ability to handle frozen meals.
10. Nutrition Education: Nutrition information (i.e., reading labels, reheating meals, food safety) shall be made available to participants who are provided frozen meals.
11. Client Assessment shall be conducted prior to delivery and at least every six months to determine clients' ability to store and prepare frozen meals.
12. Each program shall develop and have available written plans for continuing services in emergency situations such as short-term natural disasters (i.e., snow and/or ice storms), loss of power, physical plant malfunctions, etc. Staff and volunteers shall be trained on procedures to be followed in the event of severe weather or natural disasters and the county emergency plan.
13. Each home delivered meal program that uses a kitchen where meals are prepared on site shall be able to document:
  - a. That it complies with local fire safety standards.



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- b. Compliance with Michigan Food Code and local public health codes regulating where meals are prepared. Each kitchen operated by a meal provider shall be licensed, as appropriate, by the local health department.



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**Service Name:** Legal Assistance

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** The provision of legal counsel to older individuals through counsel, advice, court representation, legal research, document preparation, and general advocacy on an individual's behalf.

**Unit of Service:** One hour of time spent in intake, advice/counsel, referral, representation, legal research, preparation of legal documents, or negotiation. Units over/under are to be reported in 15-minute increments. When serving more than one eligible participant simultaneously, unit(s) is divided among participants.

### **Minimum Requirements:**

1. Each legal assistance program must have an established system for targeting and serving those in greatest social and economic need.
2. Service must be provided by, supervised by, or have direct contact with an attorney licensed to practice law in the State of Michigan who can perform or supervise any of the components listed above.
3. A paralegal, defined as an individual trained in accredited paralegal courses or in the specific legal service subject areas in which they will be assisting an attorney or a law student with under thirty (30) hours of course work under the supervision and guidance of a licensed attorney, can perform any of the components listed above with the exceptions of representation in court and final review of legal documents. Although a paralegal may represent a client at an administrative hearing, representation in court must be by an attorney. Preparation of legal documents may be assigned to a paralegal. However, all finalized documents must be reviewed and approved by an attorney.
4. Law students who have completed thirty (30) hours of course work at an accredited law school can perform any of the service components under legal assistance acting under the guidance and supervision of a licensed attorney.
5. The program may support the initiative of a class action suit when large groups of seniors are affected by a legal inequity.
6. Programs may not represent older adults acting in a business capacity, former or present.
7. Each program must provide at a minimum advice and counsel, representation and education service components.
8. Each program must demonstrate coordination with local long-term care ombudsman/advocacy programs operating within the project area.



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9. When a legal assistance program identifies issues affecting clients, who may be remedied by legislative action, such issues should be brought to the attention of the area agency, Michigan Office of Services to the Aging and the Michigan Legal Services legislative branch, as permissible and appropriate.
10. Each program must give priority to legal assistance related to income preservation, health care, long-term care, nutrition, housing, utilities, and protective services, defense of guardianship, abuse, neglect, and discrimination.
11. Legal Assistance programs must have the capacity to serve older adults in their homes, if necessary.
12. A legal assistance agency may not be required to reveal any information that is protected by attorney/client privilege. An agency shall make available non-privileged, non-confidential, and unprotected information, which will enable the Monroe County Commission on Aging to monitor the agencies performance under the contract.



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**Service Name:** Michigan Medicare/Medicaid Assistance Program (MMAP)

**Date Adopted:** N/A

**Date Revised:** N/A

**Service Definition:** A program that uses trained volunteer counselors to help older adults understand their Medicare options, enroll or change their Medicare coverage, review supplemental insurance needs, apply for low income assistance, and identify and report Medicare and Medicaid fraud and scams, through one-on-one counseling and community presentations.

**Unit of Service:** *One 60-minute counseling session. Units over/under an hour are to be reported in 15-minute increments. When serving more than one eligible participant simultaneously, unit(s) is divided among participants.*

**Minimum Requirements:**

6. Services must be provided by a MMAP certified trained volunteer.
7. Programs must have a protocol in place that protects the confidentiality of clients.
8. Programs must have a protocol in place that allows delivery of service to clients who are homebound.



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**Service Name:** Multi-purpose Senior Centers

**Date Adopted:** 5/14/2014

**Date Revised:** 12/08/2021

**Service Definition:** Multi-purpose activity center where individuals gather for activities, meals, health related activities, information and referral and access to services.

**Unit of Service:** 1 hour of attendance at the senior center by a Monroe County resident 60 years of age and above (excluding on-duty paid staff). Units over/under an hour are to be reported in 15-minute increments.

**Exceptions:**

**A)** Multi-purpose senior center meals prepared for carry-out and/or delivered to homebound Monroe County residents 60 years of age and above may be billed as one unit.

**B)** Multi-purpose senior center newsletters prepared and sent to Monroe County residents 60 years of age and above may be billed as one-quarter (.25) of a unit.

**Minimum Requirements:**

1. Each center will have a written policy by which individual member input on program development and evaluation is collected on an annual basis.
2. Each center will provide programming pertinent to their clientele.
3. Each center will have a process in place to make referrals to outside agencies when an individual need is noted.
4. Each center will have an evacuation plan displayed in a prominent area in the center where individuals may review the plan.
5. Each center will make their hours of operation known in a public manner.
6. Units of service based on attendance reported by centers must be based on and supported by documented actual sign-in/sign-out times of center users.
7. If either actual sign-in **OR** sign-out time is not documented for a center user, centers are permitted to bill for up to 2 unit of services per staff discretion.





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**Service Name:** Ramp Program

**Date Adopted:** 03/08/2017

**Date Revised:** N/A

**Service Definition:** Installation of an external ramp system for an eligible senior.

**Unit of Service:** \$1.00 towards the actual cost of the installation of a ramp.

### Minimum Requirements:

1. Any ramp that is estimated to exceed \$5,000 requires Commission on Aging director or designee approval prior to construction.
2. Service providers must have a system for documenting clients served, and client service satisfaction, which shall be available for review during the COA compliance evaluation.
3. Each program must maintain a record of homes adapted, including date of referral, date work completed, tasks performed, materials used, cost and sources of payment.
4. All safety devices installed must at a minimum conform to local building codes and meet ADA safety standards.
5. Funds appropriated for the program must be used in accordance with the approved budget. Purchases of equipment and tools must be approved by the Commission on Aging director or designee prior to purchase and in accordance with the County of Monroe purchasing policy.
6. Payments will be processed upon receipt of a detailed invoice for all materials.



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**Service Name:** Resource Advocacy

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** To provide a continuum of support and access to local services:  
to address the individual needs of older adults.

**Unit of Service:** One hour of resource advocacy, including all activities performed to assist individuals in meeting their needs. Units over/under an hour are to be reported in 15 minute increments. When serving more than one eligible participant simultaneously, unit(s) is divided among participants.

**Minimum Requirements:**

1. Provide face-to-face or telephone contact to assist older adults in seeking community-based services within 2 business days of initial inquiry or referral.
2. Demonstrate knowledge and understanding of services and benefits available to older individuals in the Monroe County area through documented initial and annual training.
3. Contact Adult Protective Services in the event that an older adult appears to be at risk of harm.
4. Offer to provide follow-up on an interval basis with isolated older individuals to facilitate continued access to services.
5. At least one resource advocate shall be certified as a Medicare/Medicaid Assistance Program (MMAP) Counselor.



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**Service Name:** Senior Citizen Groups

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Senior citizens in the community that gather for meals, socialization and activities for older adults.

**Unit of Service:** One meal provided to a resident of Monroe County 60 years of age or older.

**Minimum Requirements:**

1. Each group will provide programming pertinent to their clientele and geographic location.
2. Each group will have a process in place to make referrals to outside agencies when an individual need is noted.
3. Each group will have an emergency plan displayed in a prominent area in the center where individuals may review the plan.
4. Each group will make their hours of operation known in a public manner.



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**Service Name:** Specialized Transportation

**Date Adopted:** 5/14/2014

**Date Revised:** 10/12/2016

**Service Definition:** The use of wheelchair lift-equipped vehicles to provide transportation for non-emergency medical appointments.

**Unit of Service:** One one-way trip

**Minimum Requirements:**

1. Programs must have a published fee schedule.
2. Programs must have a provision of service for those that cannot afford to pay the scheduled fees.
3. Services provided must be door to door.
4. Programs must have a means of communication on the driver/vehicle at all times.
5. Programs must have a protocol in place for return trip client pick-ups.
6. Transportation providers must comply with local, State and Federal transportation guidelines concerning the use of wheelchairs in lift-equipped vehicles.
7. Transportation for skilled nursing home residents or hospital patients that is required to be provided by the facility is not reimbursable with Senior Millage funds.



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**Service Name:** Supplemental Food Assistance

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** The distribution of food to income eligible senior citizens.

**Unit of Service:** One Pound of Food

### Minimum Requirements:

1. Each program must have written eligibility criteria, which places emphasis on serving individuals in greatest need.
2. Programs must have procedures in place that ensure all federal, state, and local food safety requirements are followed.
3. Programs must have written criteria that indicate the minimum and maximum amount of food to be distributed to participants.
4. Programs must have procedures in place that attempt to limit waste by avoiding distribution of food that will not be consumed.



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**Service Name:** Transportation Service

**Date Adopted:** 5/14/2014

**Date Revised:** 11/9/2016

**Service Definition:** The use of wheelchair lift-equipped vehicles to provide transportation.

**Unit of Service:** One one-way trip

**Minimum Requirements:**

1. Programs must have a published fee schedule.
2. Transportation providers must comply with local, State and Federal transportation guidelines concerning the use of wheelchairs in lift-equipped vehicles.
3. Service must be provided door-to-door.
4. Programs must have a means of communication on the driver/vehicle at all times.
5. Programs must have a protocol in place for return trip pick-ups.
6. Transportation for skilled nursing home residents or hospital patients that is required to be provided by the facility is not reimbursable with Senior Millage funds.



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**Service Name:** Unmet Needs Direct Assistance

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Provision of direct cash assistance to individuals to maintain their independence at home.

**Unit of Service:** \$1.00 toward the actual cost of assistance.

**Minimum Requirements:**

1. The applicant's household income must be at 125% of poverty or below.
2. The applicant must provide proof of household income.
3. The applicant must be able to show sustainability after provision of service.
4. Commission on Aging staff must authorize purchases over \$100.
5. Programs should make every attempt to have the individual contribute to an item if they are able.
6. Unmet Needs Assistance is limited to \$750 every three years per household. The three-year waiting period begins after the last date of service in which \$750.00 in assistance was received.
7. Clients requesting assistance more than one time will be required to undergo financial literacy counseling before future assistance can be granted.



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**Service Name:** Utility Assistance

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Provision of cash assistance for water, electricity, natural gas, telephone service, and other essential utilities.

**Unit of Service:** \$1.00 toward the actual cost of assistance.

**Minimum Requirements:**

1. The applicant's household income must be at 125% of poverty or below.
2. The applicant must provide proof of household income.
3. Utility Assistance is limited to \$750 per year per household.
4. Commission on Aging staff must authorize purchases over \$100.
5. The applicant must be able to show sustainability after provision of service.
6. Programs should make every attempt to have the individual contribute to an energy bill if they are able.
7. Clients requesting assistance more than one time will be required to undergo financial literacy counseling before future assistance can be granted.





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**Service Name:** Volunteer Caregiver Services

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Management, recruitment, and matching of volunteers with older individuals and/or caregivers in need of companionship, assistance, transportation, and/or respite. No hands on care (i.e. bathing, toileting), shall be provided by volunteers.

**Unit of Service:** One hour of volunteer service provided to a senior citizen. Units over/under an hour are to be reported in 15-minute increments.

### Minimum Requirements:

1. Program must maintain a policy, which assures that individuals of all religious denominations or affiliation, and those without religious affiliations, can be served.
2. Program must maintain a policy, which requires volunteers to agree in writing, not to solicit nor accept monetary contribution from clients and/or caregivers for their own use; nor attempt the sale of any type of merchandise or service to client and/or caregivers; and agree not to seek, or encourage the acceptance on the part of client and/or caregiver of any particular belief or philosophy.
3. Program must employ a paid coordinator with the overall responsibility for program management, volunteer recruitment, screening, orientation, training, and matching volunteers with older persons and/or older caregivers in need.
4. Program must have a written plan that guides the ongoing recruitment of volunteers.
5. Program must develop and document a volunteer orientation that includes at a minimum: a review of interpersonal communication skills and techniques, accessing community based resources, universal precautions, and emergency procedures.
6. Program must conduct an on-site evaluation of the client's situation to ensure that the skills and training of the volunteer are appropriate for the client's needs. Exceptions are allowed in situations of immediate need, such as for transportation assistance.
7. Requirements for the provision of *In-Home Volunteer Respite* shall include:
  - Employ a professionally qualified individual who directly supervises volunteers providing respite. Supervision must be available to program volunteers at all times (via phone or pager) while in the client's home.
  - A re-assessment (in person or via telephone) shall be conducted every 180 days or if the volunteer caregiver reports significant changes in a client's condition.



## Commission On Aging

[www.co.monroe.mi.us/commonaging](http://www.co.monroe.mi.us/commonaging)

A Division of the Monroe County  
Community Planning & Engagement Department

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- Program shall not assist clients, in any way, in preparing, reminding, or taking prescription or non-prescription medications.
  - Program must develop an emergency plan for each client, in conjunction with the primary caregiver, which must be available to the volunteer respite caregiver at all times. The plan shall include a minimum of two emergency contact names and phone numbers and information on their hospital of choice
8. Programs must have a written procedure for requesting, encouraging, and accepting donations from clients.



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**Service Name:** Volunteer Coordination Programs

**Date Adopted:** 5/14/2014

**Date Revised:** N/A

**Service Definition:** Arrangement and Coordination of volunteer service by adults 60 years of age and above.

**Unit of Service:** One hour of volunteer service provided by a senior. Units over/under an hour are to be reported in 15-minute increments.

**Minimum Requirements:**

1. Program must maintain a policy, which requires volunteers to agree in writing, not to solicit nor accept monetary contribution from clients and/or caregivers for their own use; nor attempt the sale of any type of merchandise or service to client and/or caregivers; and agree not to seek, or encourage the acceptance on the part of client and/or caregiver of any particular belief or philosophy.
2. Program must employ a paid coordinator with the overall responsibility for program management, volunteer recruitment, screening, orientation, training, and matching volunteers with older persons.
3. Program must develop and document a volunteer orientation that includes at a minimum: a review of interpersonal communication skills and techniques, accessing community based resources, universal precautions, and emergency procedures.
4. Program must conduct an on-site evaluation of the situation to ensure that the skills and training of the volunteer are appropriate for the client's and/or agencies needs. Exceptions are allowed in situations of immediate need, such as for transportation assistance.