

OAA CONTRACT - Summary of contract changes for FY 2003
Contract Number: A003

Standard Contract Changes

1. Updated header for new contract year and contract number.
2. First paragraph- Updated reference to Master Agreement for 2003.
3. Section II. - Separated the paragraph into three paragraphs per standard contract changes and updated year in paragraph C.
4. Section III.A. - Updated contract begin and end dates.

ATTACHMENT I Changes

1. Section II.A.and II.B. - Updated area plan year to 2003.
2. Section II.B. - Changed from “draft Department of Elder Affairs Client Services Manual dated 12/98 to “Department of Elder Affairs Home and Community-Based Services Handbook dated 1/03.”
3. Section III.E. - Added “federal” to interest earned clause.

ATTACHMENT IV Changes

1. Section I: Standard I - Added - I&R Specialist shall encourage inquirers to call back if the information proves incorrect, inappropriate, or insufficient to link them with needed service(s).
2. Section I: Standard 2 - Added - The I&R Service shall provide barrier-free access to its services for individuals and groups who have special needs (i.e. TDD/TTY access for people with hearing impairments, and language access for inquirers who speak languages other than English.)

The I&R service shall utilize technology that improves access to service and enhances its ability to serve inquirers efficiently and effectively while preserving the level and quality of its core services. Technology includes telephone systems, I&R software packages, and searchable I&R databases on the Internet.

3. Section I: Standard 3 - Added - The I&R service shall intervene on behalf of individuals to help them establish eligibility for or obtain needed services when they have been denied benefits or services to which they are entitled, or when they need assistance to communicate their needs to a service provider.
4. Section I: Standard 4 - Added - Follow-up on referrals must be completed within 10 calendar days either by telephone or visit to the inquirer and/or the organization
5. Section I: Standard 4 - Added - If the inquirer has not received services or the need has not been met, the I&R service shall determine whether there is still a need and make

OAA CONTRACT - Summary of contract changes for FY 2003
Contract Number: A003

additional appropriate referrals. The I&R service shall also document the follow-up results (that service was not received) for future reference.

6. Section II: Standard 5 - Added - The I & R service shall have a written policy that describes inclusion/exclusion criteria for the resource database. The inclusion/exclusion criteria shall be reviewed on a regular basis to ensure that they continue to meet the changing needs of the community. If the I&R service charges a fee for the inclusion of organizations in its database, that practice shall be published as a part of its inclusion/exclusion criteria.
7. Section II: Standard 6 - Added -
 - Hours and days of operation
 - Legal Status (non profit, government, for-profit, unincorporated group)
 - Description of services
 - Method of Payment (Medicaid, Medicare, private insurance)
 - Date the information was last verified
3. Section II: Added - **Standard 8: Classification System (Taxonomy):** The I&R service shall use the AIRS/INFO LINE Taxonomy of Human Service classification system.
4. Section II: Standard 9 - Added - The resource database shall be updated at least annually and records in the database shall include the date of the last update.
5. Section III: Standard 10 - Added - The I&R service shall have in place appropriate security precautions which protect and keep confidential data collection forms and inquirer information.
6. Section III: Standard 11 - Added - Beginning January 2003, the I&R service shall submit quarterly reports to the Department of Elder Affairs. Reports shall provide total number of incoming calls, type of service requested, referrals (clients served), unmet needs, and gaps in services.