Options Counseling & Case Management Training

February 25, 2019
Optimization of Older Americans Act Services

Goal: Understand the OC & CM definitions and how to implement for statewide consistency.
Expanding the optimal core services and target populations for Iowa’s AAAs/ADRCs to most effectively meeting the needs of individuals served and ensure consistent service provision statewide.

**IDA**
Provide required training on each OAA service.
Record and place on IDA website for future reference. i.e. new employees, refresher
Available for Technical Assistance.

**Quarterly Conversations**
IDA Director and applicable staff meet with AAA Director and applicable staff to review data, discuss Area Plan goals & progress, AAA highlights and address any concerns.
Available AAA services have been organized in the following three broad categories:

- **Information & Service Assistance**
- **Nutrition & Health Promotion**
- **Services to Promote Independence**

The organization of these three broad categories supports efforts for reporting and budgeting.
OAA Service and Funding Sources

February 5, 2019

The grid below details by service, the allowable funding sources and whether the service is mandatory or options. In an effort to better organize offerings by AAAs, the available services have been organized in the following three broad categories:

- Information & Service Assistance
- Nutrition & Health Promotion
- Services to Promote Independence

The organization of these three broad categories supports efforts for reporting and budgeting.

<table>
<thead>
<tr>
<th>Information &amp; Service Assistance (Mandatory)</th>
<th>Nutrition &amp; Health Promotion (Mandatory)</th>
<th>Services to Promote Independence (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Management</td>
<td>Congregate Nutrition</td>
<td>Adult Day Care / Health</td>
</tr>
<tr>
<td>FC Case Management</td>
<td>FC Congregate Nutrition – Optional</td>
<td>Assisted Transportation</td>
</tr>
<tr>
<td>ORC Case Management - Optional</td>
<td>ORC Congregate Nutrition – Optional</td>
<td>Behavioral Health Supports</td>
</tr>
<tr>
<td>EAPA Assessment &amp; Intervention</td>
<td>Health Promotion: Evidence-Based</td>
<td>Chore</td>
</tr>
<tr>
<td>FC Counseling</td>
<td>Health Promotion: Non Evidence-Based (Optional)</td>
<td>Emergency Response System</td>
</tr>
<tr>
<td>Information &amp; Assistance</td>
<td>Home Delivered Nutrition</td>
<td>FC Emergency Response System</td>
</tr>
<tr>
<td>FC Information &amp; Assistance</td>
<td>Home Delivered Nutrition - Optional</td>
<td>ORC Emergency Response System</td>
</tr>
<tr>
<td>ORC Information &amp; Assistance- Optional</td>
<td>ORC Home Delivered Nutrition- Optional</td>
<td>Homemaker</td>
</tr>
<tr>
<td>EAPA Consultation</td>
<td>Nutrition Counseling</td>
<td>FC Information Services</td>
</tr>
<tr>
<td>Legal Assistance</td>
<td>Nutrition Education</td>
<td>ORC Information Services</td>
</tr>
<tr>
<td>Options Counseling</td>
<td></td>
<td>Material Aid</td>
</tr>
<tr>
<td>FC Options Counseling</td>
<td></td>
<td>FC Supplemental Services</td>
</tr>
<tr>
<td>ORC Options Counseling - Optional</td>
<td></td>
<td>ORC Supplemental Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Outreach</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Personal Care</td>
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<tr>
<td></td>
<td></td>
<td>FC Respite Care</td>
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<td></td>
<td></td>
<td>ORC Respite Care</td>
</tr>
<tr>
<td></td>
<td></td>
<td>FC Support Groups</td>
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<tr>
<td></td>
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<td>ORC Support Groups</td>
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<tr>
<td></td>
<td></td>
<td>Training &amp; Education</td>
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<td></td>
<td></td>
<td>FC Training</td>
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<td></td>
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<td>ORC Training</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Transportation</td>
</tr>
</tbody>
</table>

Note: Older Relative Caregiver (ORC) services align with Family Caregiver (FC) services. Older Relative Caregiver services are all optional.
# Options Counseling & Case Management

Allowable IDA Funding Source[s]

<table>
<thead>
<tr>
<th>MANDATORY SERVICES</th>
<th>Elderly Services (110)</th>
<th>LifeLong Links (116)</th>
<th>EAP (123)</th>
<th>T3B (180)</th>
<th>T3C1 (190)</th>
<th>T3C2 (200)</th>
<th>T3D (220)</th>
<th>T3E (215)</th>
<th>NSIP (250)</th>
<th>IAFRS Service Code</th>
<th>Title 3B Priority service?</th>
<th>Registered service?</th>
<th>Direct Service Waiver Reg’d?</th>
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<tbody>
<tr>
<td>Case Management</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
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<td>Y</td>
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<td>CG9</td>
<td>N/A</td>
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<td>N</td>
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<td>ORC Case Management - Optional</td>
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<td></td>
<td></td>
<td>GO9</td>
<td>N/A</td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>EAP Assessment &amp; Intervention</td>
<td>X</td>
<td>X*</td>
<td></td>
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<td></td>
<td></td>
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<td>Y</td>
<td>Y</td>
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<tr>
<td>ORC Counseling - Optional</td>
<td>X</td>
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<td></td>
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<td>GO3</td>
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<tr>
<td>Information &amp; Assistance</td>
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<tr>
<td>Optional EAP Assessment &amp; Assistance</td>
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<td>Legal Assistance</td>
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<td>Options Counseling</td>
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<td></td>
<td></td>
<td></td>
<td>GO8</td>
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<td>N</td>
</tr>
</tbody>
</table>
Older Americans Act of 1965

Iowa Code

- Title VI, Chapters 231 & 231E
- Iowa Administrative Code

State Plan on Aging

- AAA Area Plans

Reporting Manual
Goal: Understand the OC & CM definitions and how to implement for statewide consistency.

Person Centered
- Meeting consumer needs
- Supports & empowers client choice

Timely
- Identify the needs of the consumer
- Link to most appropriate service[s]

Accurate
- High data integrity
- Tell the story [legislatively, potential funders]
### Options Counseling – Mandatory

**Subcategories:**
- FC Options Counseling - Mandatory
- ORC Options Counseling - Optional

<table>
<thead>
<tr>
<th>Unit Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hour - Partial hour may be reported to two decimal places, e.g. 0.25 hours.</td>
</tr>
</tbody>
</table>

Service of providing an interactive process whereby individuals receive guidance in their deliberations to make informed choices about long-term supports. The process is directed by the individual and may include others whom the individual chooses or those who are legally authorized to represent the individual. Options counseling includes the following: (1) a personal, face-to-face interview and assessment to discover strengths, values, and preference of the individual and screenings for entitlement program eligibility, (2) a facilitated decision-making process which explores resources and service options and supports the individual in weighing pros and cons, (3) developing action steps toward a goal or a long-term support plan and assistance in applying for and accessing support options, and (4) follow-up to ensure supports and decisions are assisting the individual. The Options Counseling enrollment period for a consumer shall not exceed 90 days. A consumer may have more than 1 enrollment period in a fiscal year. (Source: IDA)
### FC Options Counseling - Mandatory

<table>
<thead>
<tr>
<th>ORC Options Counseling - Optional</th>
<th>Unit Measure</th>
</tr>
</thead>
</table>

Service of providing an interactive process whereby caregivers receive guidance in their deliberations to make informed choices about long-term supports. The process is directed by the caregiver and may include others whom the individual chooses or those who are legally authorized to represent the individual. Options counseling includes the following: (1) a personal, face-to-face interview and assessment to discover strengths, values, and preference of the caregiver and screenings for entitlement program eligibility, (2) a facilitated decision-making process which explores resources and service options and supports the caregiver in weighing pros and cons, (3) developing action steps toward a goal or a long-term support plan and assistance in applying for and accessing support options, and (4) follow-up to ensure supports and decisions are assisting the caregiver.

The Options Counseling enrollment period for a consumer shall not exceed 90 days. A consumer may have more than 1 enrollment period in a fiscal year.

Hour - Partial hour may be reported to two decimal places, e.g. 0.25 hours.
### Services, Definitions & Unit Measures

<table>
<thead>
<tr>
<th>Case Management – Mandatory</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subcategories:</strong></td>
</tr>
<tr>
<td>- FC Case Management</td>
</tr>
<tr>
<td>- ORC Case Management - Optional</td>
</tr>
<tr>
<td>- EAPA Assessment &amp; Intervention</td>
</tr>
<tr>
<td><strong>Unit Measure</strong></td>
</tr>
<tr>
<td>Hour - Partial hour may be reported to two decimal places, e.g. 0.25 hours.</td>
</tr>
</tbody>
</table>

A service provided to an older individual, at the direction of the older individual or a family member of the individual:

- by an individual who is trained or experienced in the case management skills that are required to deliver the services and coordination described in subparagraph; and
- to assess the needs, and to arrange, coordinate, and monitor an optimum package of services to meet the needs, of the older individual; and

Includes services and coordination such as—

- comprehensive assessment of the older individual (including the physical, psychological, and social needs of the individual);
- development and implementation of a service plan with the older individual to mobilize the formal and informal resources and services identified in the assessment to meet the needs of the older individual, including coordination of the resources and services—
  - with any other plans that exist for various formal services, such as hospital discharge plans; and
  - with the information and assistance services provided under the Older Americans Act;
- coordination and monitoring of formal and informal service delivery, including coordination and monitoring to ensure that services specified in the plan are being provided;
  - periodic reassessment and revision of the status of the older individual with—
    - the older individual; or
    - if necessary, a primary caregiver or family member of the older individual; and
  - in accordance with the wishes of the older individual, advocacy on behalf of the older individual for needed services or resources.

(Source: OAA)
**FC & ORC Case Management**

Family Caregiver – Mandatory
Older Relative Caregiver - Optional

A service provided to a caregiver, at the direction of the caregiver:
- by an individual who is trained or experienced in the case management skills that are required to deliver the services and coordination described in subparagraph; and
- to assess the needs, and to arrange, coordinate, and monitor an optimum package of services to meet the needs, of the caregiver; and

Includes services and coordination such as—
- comprehensive assessment of the caregiver (including the physical, psychological, and social needs of the individual);
- development and implementation of a service plan with the caregiver to mobilize the formal and informal resources and services identified in the assessment to meet the needs of the caregiver, including coordination of the resources and services—
  - with any other plans that exist for various formal services; and
  - with the information and assistance services provided under the Older Americans Act;
  - coordination and monitoring of formal and informal service delivery, including coordination and monitoring to ensure that services specified in the plan are being provided;
  - periodic reassessment and revision of the status of the caregiver; and
  - in accordance with the wishes of the caregiver, advocacy on behalf of the caregiver for needed services or resources.

(Source: OAA)
## EAPA Assessment & Intervention - Mandatory

Provision of service to an EAPA program consumer that is either at risk of or experiencing abuse, neglect or financial exploitation and entails: (a) One-on-one discussions identifying what is important to the person and for the person with the consideration of dignity of risk; (b) Administration of a standardized assessment tool to identify existing impairments, situations, and to balance the identified service and resource options to achieve healthier and safer outcomes; (c) Advocacy, counseling, case documentation, and person centered intervention plan that defines services and assistance to address identified needs, timelines, and providers; (d) Inter-agency case coordination and service provision; (e) Ongoing follow-up and reassessment; (f) Evaluation of outcomes; and (g) Case closure planning

(Source: IDA IAC)
Options Counseling

What it is

Interactive, decision making process
Face to Face, person-centered interview [builds from I&A]
Includes an assessment
Up to 90 days [in majority of cases]
Unique & personalized for each individual
Planning – for the “here and now” and/or the future
Follow-up, as necessary

What it is not

Interviews over the phone
Lasts longer than 90 days
Long-term coordination of care
Providing lists
The Options Counseling Process

**Person Centered:** face-to-face interview; understanding consumer’s strengths, values and preferences

**Assessment:** identifying client needs; understand nature & extent of client’s situation; screenings for entitlement programs

**Facilitated Decision Making:** consider available resources, services or programs; assists consumer in “decisional balance”; prioritizing for point-in-time

**Action Plan:** identifying the steps necessary to achieve goal; simple and measurable

**Follow-Up:** ensure decisions are assisting the individual
Case Management

What it is

Face-to-Face, person-centered assessments that meet the needs of the consumer.

Development of a service plan based on assessed need. Coordination & quarterly monitoring of planned supportive services.

Supports & empowers client choice through advocacy.

Links individuals to the most appropriate service[s].

What it is not

Interviews over the phone

Short-term planning
EAPA Assessment & Intervention

What it is

Face-to-Face, person-centered assessment that meet the needs of the consumer.

Development of a goal-based intervention plan and follow-up dates.

Short-term coordination & monitoring of planned supportive services.

Supports & empowers client choice through advocacy.

Follow-up and evaluation of outcomes.

What it is not

Interviews over the phone

Providing lists

Long-term coordination of care

Public health issues, such as bed bugs
487 Consumers

Case Management

3,324 Units

6.8 Units / Per Consumer

$866,607

$260 / per unit
$1,779 / per consumer
222 Consumers

EAPA Assessment & Intervention

2,247 Units

10.12 Units / Per Consumer

$336,008

$149 / per unit
$1,513 / per consumer
Options Counseling
Performance Measures *(SFY18)*

### IDA PERFORMANCE PLAN: RESULTS

The table below shows the measures and targets in the Iowa Department on Aging’s SFY2018 Performance Plan. IDA sets SFY targets for these measures based upon AAA annual area plan projections. The actual results are based upon AAA service reporting. Note that the measures in BOLD are also in the Governor’s Budget Book.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>FY 2018 Target</th>
<th>FY 2018 Actual</th>
<th>Target Met?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of older Iowans receiving at least 1 OAA nutrition, supportive, or elder rights service</td>
<td>50,000</td>
<td>48,477</td>
<td>N</td>
</tr>
<tr>
<td>Number of Iowans receiving information &amp; assistance or caregiver access assistance service</td>
<td>10,000</td>
<td>19,874</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of Lifelong Links Callers Indicating They Received the Information They Sought</td>
<td>85%</td>
<td>98%</td>
<td>Y</td>
</tr>
<tr>
<td>Number of Iowans receiving Options Counseling service</td>
<td>1,525</td>
<td>1,933</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of Options Counseling Consumers Indicating They Received information to Make Informed Decisions about Goals/Service Needs (680 out of 710 respondents)</td>
<td>85%</td>
<td>97%</td>
<td>Y</td>
</tr>
</tbody>
</table>
Options Counseling

Performance Measures

Options Counseling

Performance Outcomes

DID YOU RECEIVE THE INFORMATION/REFERRALS NEEDED TO MAKE AN INFORMED CHOICE REGARDING GOALS/SERVICE NEED? (YES, NO, NO OPINION)

DID STAFF WORK WITH YOU TO DEVELOP A PLAN FOR WHAT TO DO NEXT? (YES, NO, NO OPINION)

<table>
<thead>
<tr>
<th>Required Assessment Tool:</th>
<th>OC Performance Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required answered questions:</td>
<td>All Questions below</td>
</tr>
</tbody>
</table>

Assessment View | Narrative
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Options Counseling</td>
<td>Options Counseling</td>
</tr>
</tbody>
</table>

- Did you receive the information/referrals needed to make an informed choice regarding goals/service need?
  - (Not Answered)
  - 1. Yes
  - 2. No
  - 3. Somewhat
  - 4. No Opinion

- Did staff work with you to develop a plan for what to do next?
  - (Not Answered)
  - Yes
  - Somewhat
  - No
  - No Opinion
Case Management
Performance Measures (SFY18)

IDA PERFORMANCE PLAN: RESULTS

The table below shows the measures and targets in the Iowa Department on Aging’s SFY2018 Performance Plan. IDA sets SFY targets for these measures based upon AAA annual area plan projections. The actual results are based upon AAA service reporting. Note that the measures in BOLD are also in the Governor’s Budget Book.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>FY 2018 Target</th>
<th>FY 2018 Actual</th>
<th>Target Met?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of older Iowans with an independent living impairment receiving Case Management service</td>
<td>1,800</td>
<td>487</td>
<td>N</td>
</tr>
<tr>
<td>The percentage of Older Americans Act (OAA) funded Case Management cases closed because case management service was no longer needed (26 out of 70)</td>
<td>71%</td>
<td>37%</td>
<td>N</td>
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<tr>
<td>Average Number of months an OAA Case Management consumer experiencing independent living impairments is able to remain safely at home prior to transitions to a facility (101 cases with closure reason Institution)</td>
<td>49</td>
<td>11.9</td>
<td>N</td>
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</table>
### ADDITIONAL HOME & COMMUNITY BASED SERVICES

#### Case Management

**Performance Outcomes**

Percentage of Case Management cases closed because Case Management Service was no longer needed.

<table>
<thead>
<tr>
<th>Required Care Enrollment</th>
<th>Case Management</th>
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<tbody>
<tr>
<td><strong>Required Care Enrollment Information:</strong></td>
<td><strong>Status/Reason</strong></td>
</tr>
<tr>
<td>[Image of required care enrollment information]</td>
<td>[Image of status/reason]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Required Service Delivery</th>
<th>Case Management</th>
</tr>
</thead>
</table>
Case Management
Performance Measures

AVERAGE NUMBER OF MONTHS A CASE MANAGEMENT CONSUMER EXPERIENCING INDEPENDENT LIVING IMPAIRMENTS IS ABLE TO REMAIN SAFELY AT HOME PRIOR TO TRANSITIONING TO FACILITY.

<table>
<thead>
<tr>
<th>Required Care Enrollment:</th>
<th>Case Management</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Required Care Enrollment Information:</th>
<th>Status/Start Date/End Date</th>
</tr>
</thead>
</table>

- Level Of Care: Case Management
- Service Program: Case Management
- Care Program: Case Management
- Application Date: 12/21/2017
- Received Date: 12/21/2017
- Termination Date: Enter date

- Status: Discharged from Case Management
- Reason: Discharge

- Status Date: 12/22/2017
- Start Date: 12/22/2017
- End Date: 12/22/2017

Required Service Delivery: Case Management
# EAPA Performance

## Performance Outcomes

PERCENTAGE OF EAPA ASSESSMENT & INTERVENTION CONSUMER CASES CLOSED WITH EAPA SERVICES NO LONGER NEEDED

<table>
<thead>
<tr>
<th>Required Care Enrollment:</th>
<th>EAPA Discharged</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required Care Enrollment Information:</td>
<td>Status/Reason</td>
</tr>
</tbody>
</table>

**Case Enrollment - EAPA Discharged**

- **Level Of Care**: Elder Abuse Prevention and Awareness
- **Service Program**: EAPA Discharged
- **Care Program**: EAPA Discharged
- **Application Date**: 12/8/2017
- **Received Date**: 12/8/2017
- **Termination Date**: N/A

- **Status**: EAPA Discharged
- **Reason**: Services no longer needed/abuse issues resolved
- **Status Date**: 12/8/2017
- **Start Date**: 12/8/2017
- **End Date**: 12/8/2017

**Required Service Delivery**: EAPA Assessment & Intervention
Purpose:
- Analysis
- Planning
- Service Delivery Strategies
- Reporting
- Targeting [OAA]
  - Greatest Economic
  - Greatest Social Need
  - At Risk for Institutional Placement
  - Frail
What activities occur during Options Counseling?
A person centered, face-to-face interview; assessment; screening national/state/local entitlement programs; facilitated decision making to identify goal[s]; developing action steps; follow-along for up to 90 days.

Can Options Counseling be done on the telephone?
No, a face to face interview and assessment is required for Options Counseling. If no face-to-face visit is conducted, it should be counted as I&A. If the consumer does not want AAA staff in their home, meeting at a different location such as AAA office, public library, or a mutually agreed upon spot is an alternative.

Do staff need to be AIRS certified in order to enter I&A units prior to an OC visit?
No, currently the only requirement for AIRS certification is for Family Caregiver Specialists.
Please clarify how to accurately document an Options Counseling.

The service of Options Counseling requires both a face-to-face visit and completing an assessment. If both these do not occur, it is not Options Counseling and should not be recorded as such. Failed Options Counseling visits should be the exception, rather than the norm. A best practice would be to call the consumer ahead of time in an attempt to ensure a face-to-face meeting.

**Scenario:** The Options Counselor confirms the appointment and travels to client’s home. The client refuses the home visit or after some discussion does not want Options Counseling. The Options Counselor should record the prep/planning and travel activities as a unit of I&A.

**Scenario:** The Options Counselor confirms the appointment and travels to client’s home. However, the individual was not home at the time of scheduled visit. The client calls the Options Counselor and reschedules the appointment for two days later. The face-to-face visit occurs and assessment is completed. Record all the time for the activities (prep/planning, travel, visit, documentation] as Options Counseling service delivery.
Frequently Asked Questions

At what point does an Information & Assistance become Options Counseling or EAPA Consultation become EAPA Assessment & Intervention?
Both Options Counseling and EAPA Assessment & Intervention begin when a face-to-face visit occurs and the appropriate assessment is conducted. EAPA consultation is a subcategory of I&A. Likewise, EAPA Assessment & Intervention is a sub-category of case management. If a visit does not result in a face-to-face assessment, the activity is EAPA Consultation. Likewise, if the visit does result in a face-to-face assessment and intervention plan, the activity is EAPA Assessment & Intervention.

At what point does Options Counseling become Case Management?
Options Counseling is a short-term (90 days or less) transitional service to assist consumers in setting up a support plan. Case Management is a long-term (90 days or more) coordination and monitoring of support services. If a situation appears to be complex and support will be needed for more than 90 days, the service of Case Management is to be used.
Frequently Asked Questions

Do Performance Measures for Options Counseling also apply to Family Caregiver Options Counseling?
Yes. It is the responsibility of the OC/Family Caregiver Specialist to complete the necessary fields in WellSky.

Will there be a more applicable assessment for Caregivers?
Yes. The Family Caregiver Program will see enhancements during this calendar year.

Where can we find this presentation?
This and all service definition trainings will be placed on the IDA Website, under the AAA tab for future reference and training purposes (https://www.iowaaging.gov/area-agencies-agening-area-agency-agining-professionals). You can direct any additional questions to Julie.bergeson@iowa.gov

Do all OC consumers receive an action plan?
Yes.
**Frequently Asked Questions**

Do the same Rules [Chapter 21] apply to FCG Case Management. Will FCG Case Management follow the same rules as “regular” Case Management? And Performance Measures.

Yes. Administrative Rules will be updated later in 2019 and at the conclusion of the FCG Project.

Is there a requirement for how many ADLs a Consumer must have before receiving the service of Case Management?

The definition for case management does not require 2+ ADLS for the service to be provided. The requirement for 2+ ADLS was used when determining level of care for the Elderly Waiver. IDA purposely broadened the definition to better meet the needs of our population. Also, there is no requirement in Chapter 21: *The Service of Case Management*, that requires an individual receive two or more HCBS services. Services provided should match client needs based on the assessment.
Frequently Asked Questions

How do we document service delivery time?
The services of Options Counseling, Case Management and EAPA Assessment & Intervention have an hour unit measure. Staff may record time as a partial hour to two decimal places in 15 minute increments (e.g. 0.25 = 15 min; 0.5 = 30 mins; 0.75 = 45 mins; 1.00 = 60 mins). Unit measure details are outlined in the Services, Definitions and Unit Measures section of the Reporting Manual.

How do we document staff time in Wellsky?
This training is designed to provide information on Services, Definitions, and Unit Measure and the tracking and recording units for service delivery. IDA does not have a policy regarding the tracking and recording of activities and time not associated with units of service delivery. For issues related to Wellsky, please continue to work with the AAA System Administrator.
THANKS!

Any questions?
Contact Julie Bergeson
(515) 725-3332 or julie.bergeson@iowa.gov