

TO BE RESCINDED

173-39-02.15 **ODA provider certification: independent living assistance service.**

(A) Independent living assistance (ILA) means a service helping individuals manage their households, handle their personal affairs, self-administer medications, and retain their community living arrangements. There are three types of ILA: telephone support activities, in-person support activities, and travel attendant activities.

(1) Telephone support activities include one or both of the following:

- (a) Calling individuals according to a preset schedule to remind them to take prescribed and over-the-counter medications at specified times.
- (b) Calling individuals at times no other in-home services are being provided to confirm that individuals are functioning safely in the home environment.

(2) In-person support activities include one or more of the following when done for individuals:

- (a) Assisting with banking, including routine deposits and withdrawals, cashing benefit checks, purchasing money orders, writing personal checks, paying bills, and balancing checkbooks, reconciling monthly checking account statements.
- (b) Organizing and coordinating health insurance records.
- (c) Assisting with applications for programs such as homestead exemption, home energy assistance program (HEAP), subsidized housing, or other public programs.
- (d) Monitoring and replenishing needed groceries.
- (e) Assisting with business and personal correspondence including writing letters or email, purchasing postage, and delivering correspondence to the post office or similar drop off location.

(3) Travel attendant activities include one or both of the following:

- (a) Accompanying individuals to their medical and other appointments.
- (b) Accompanying individuals on their errands and other activities outside their homes.

(B) Requirements for ODA-certified providers of ILA:

- (1) General requirements: The provider shall comply with the requirements for every ODA-certified provider in rule 173-39-02 of the Administrative Code.
- (2) Eligible providers of ILA service are ODA-certified agency providers.
- (3) Service verification: The provider shall maintain an individual record documenting each episode of service, including the date of service, activities provided, name of the staff person providing activities, the beginning and ending times of activities provided, and the provider staff's signature or electronic signature. Providers who do not utilize an electronic verification system to document activities and keep records shall also obtain the individual's signature for each episode of in-person and travel attendant activities.
- (4) Availability: The provider shall maintain adequate staffing levels to provide ILA five days per week and a back-up plan for providing ILA when the provider has no aide available.
- (5) Personnel requirements:
 - (a) ILA staff: ILA staff shall meet all of the following requirements before providing ILA activities to individuals:
 - (i) Have a high school diploma, have successfully completed a GED, or have a minimum of one year of relevant, supervised work experience with a public health, human services, or other community service agency.
 - (ii) Have the ability to understand written activity plans, execute instructions, document activities provided, and, for staff providing ILA in-person activities, the ability to perform basic mathematical operations.
 - (iii) Have the ability to communicate effectively with individuals.
 - (iv) Have the ability to access emergency service systems.
 - (v) Have the ability to provide travel-attendant activities.
 - (b) Supervisors: Providers shall retain records documenting how each supervisor meets the requirements to supervise in at least one of the following ways:

- (i) The supervisor possesses a current and valid license to practice in the state of Ohio as an RN, LPN, LISW, or LSW.
 - (ii) The supervisor earned a bachelor's degree or an associate degree in home economics, nutrition/dietetics, counseling, gerontology, social work, nursing, public health, health education, or other related field.
 - (iii) The supervisor has at least three years of employment experience providing social services.
- (6) Supervision:
- (a) Initial activities plans:
 - (i) Before service initiation of in-person and/or travel attendant activities, the supervisor shall complete and document a home visit to define the expected activities. The supervisor shall develop and document a specific activities plan consistent with the case manager's authorized plan.
 - (ii) Before service initiation of telephone support activities, the supervisor shall conduct a conference call or a home visit with the individual to define the expected telephone support activities. The supervisor shall develop and document a specific activities plan consistent with the case manager's authorized plan.
 - (b) Periodic evaluations: The supervisor shall evaluate staff compliance with the activities plan, individual's satisfaction, and job performance during a home visit with the individual receiving in-person and travel attendant activities at least every ninety days. The ILA staff need not be present during the visit. The supervisor shall evaluate the telephone support staff compliance with the activities plan, individual's satisfaction, and job performance during a home visit or a telephone conference with the individual receiving ILA telephone support activities at least every ninety days.
- (7) Orientation: Before allowing any staff member to provide ILA, the provider shall train the staff member on all the following:
- (a) The provider's expectations of ILA staff.
 - (b) The provider's ethical standards, as required under rule 173-39-02 of the Administrative Code.

- (c) An overview of the provider's personnel policies.
 - (d) The organization and lines of communication of the provider's agency.
 - (e) Incident-reporting procedures.
 - (f) Emergency procedures.
- (8) Continuing education: The provider shall document a minimum of eight hours of continuing education for each ILA staff providing in-person activities every twelve months.
- (9) Provider policies: The provider shall develop written personnel requirements including all of the following:
- (a) Job descriptions for each position.
 - (b) Documentation of how each ILA staff member meets the requirements in (C)(5)(a) of this rule.
 - (c) Performance appraisals for each ILA staff member.
- (C) Units and rates:
- (1) A unit of ILA is fifteen minutes of telephone-support activities, in-person support activities, or travel attendant activities.
 - (2) The maximum rate allowable for a unit of telephone-support activities, in-person support activities, or travel-attendant activities is established in appendix A to rule 5160-1-06.1 of the Administrative Code.
 - (3) The rates are subject to the rate-setting methodology in rule 5160-31-07 of the Administrative Code.

Effective:

Five Year Review (FYR) Dates: 4/16/2019

Certification

Date

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