

173-39-02.15

ODA provider certification: Independent independent living assistance service.

(A) Independent living assistance (ILA) ~~is~~ means a service ~~that consists of activities that assist consumers helping individuals to~~ manage their households, handle their personal affairs, self-administer medications, and ~~help ensure that consumers retain their community living arrangements and avoid institutionalization due to loss of shelter or other essential environmental services.~~ There are three types of ILA: telephone support activities, in-person support activities, and travel attendant activities.

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

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

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

- (a) Assisting ~~consumers~~ with banking ~~to include making, 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) ~~Cashing a consumer's benefit checks;~~
- (c) ~~Purchasing money orders for consumers;~~
- (d) ~~Writing personal checks for consumers;~~
- (e) ~~Paying bills in person or by mail on behalf of a consumer;~~
- (f) ~~Balancing a consumer's checkbooks and reconciling the consumer's monthly checking account statements;~~
- (g)(b) ~~Organizing and coordinating health insurance records for consumers;~~
- (h) ~~Assisting or acting as a consumer's authorized representative in order to obtain and/or maintain public benefits;~~

~~(i)(c)~~ Assisting with Applying applications for programs such as homestead exemption, home energy assistance program ~~(heap)~~ (HEAP), ~~and~~ subsidized housing on behalf of a consumer, or other public programs.

~~(j)(d)~~ Monitoring and replenishing a consumer's stock of needed groceries; and,

~~(k)(e)~~ Assisting a consumer with business and personal correspondence including writing letters or email, purchasing postage stamps, 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 ~~consumers~~ individuals to their medical and other appointments; ~~and,~~

(b) Accompanying ~~consumers~~ individuals on their errands and ~~to~~ other activities outside ~~the home~~ their homes.

~~(B) A unit of service is fifteen minutes of direct consumer service or one completed phone call.~~

(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.

~~(C)~~(2) Eligible providers of ILA service are long-term care ODA-certified agency providers.

~~(D)~~(3) Service verification: The provider must shall maintain a consumer an individual record documenting each episode of service delivery, including the date of service, service tasks performed activities provided, name of the staff person providing services activities, the beginning and ending times of services activities provided, and the provider staff's signature or electronic signature. Providers who do not utilize an electronic verification system to document services activities and keep records must shall also obtain the consumer's individual's signature for each episode of in-person and travel attendant service activities.

~~(E)~~(4) Availability Certified ILA providers must be able to document that they: 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.

~~(1) Have the capacity to deliver services five days per week; and,~~

~~(2) Have a service back-up plan to ensure services are delivered during staff absence.~~

~~(F)(5) Personnel requirements~~ Providers must demonstrate evidence of compliance with the following personnel requirements:

~~(1)(a) ILA staff:~~ ILA staff ~~must~~ shall meet all of the following ~~minimum~~ requirements ~~prior to working with~~ before providing ILA activities to consumers individuals:

~~(a)(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;

~~(b)(ii)~~ Have the ability to understand written activity plans, execute instructions, document ~~services delivered~~ activities provided, and, for staff providing ILA in-person ~~services~~ activities, the ability to perform basic mathematical operations;

~~(c)(iii)~~ Have the ability to communicate effectively with ~~consumers~~ individuals;

~~(d)(iv)~~ Have the ability to access emergency service systems; ~~and,~~

~~(e)(v)~~ Have the ability to ~~access transportation services required as appropriate~~ provide travel-attendant activities.

~~(2)(b) Supervisors:~~ Providers shall retain records documenting Eligible supervisors of ILA services must have how each supervisor meets the requirements to supervise in at least one of the following ways:

~~(a)(i)~~ A The supervisor possesses a current and valid license to practice in the state of Ohio as an RN, LPN, LISW, or LSW;

~~(b)(ii)~~ A The supervisor earned a bachelor's degree or an associate degree in: home economics/nutrition or economics,

dietetics, counseling, gerontology, social work, nursing, public health, health education, or other related field; ~~or,~~

~~(e)(iii) A~~ The supervisor has minimum of at least three years of employment experience in the provision of providing social services.

~~(3) The provider must document a minimum of eight hours of continuing education for each ILA staff providing in-person services every twelve months.~~

~~(G)(6) Supervision~~ The provider must demonstrate evidence of compliance with the following supervisory requirements:

(a) Initial activities plans:

~~(1)(i) Prior to~~ Before service initiation of ~~HLA~~ in-person and/or ~~HLA~~ travel attendant ~~services~~ activities, the supervisor ~~must~~ shall complete and document a home visit to define the expected ~~HLA~~ activities. The supervisor ~~must~~ shall develop and document a specific activities plan consistent with the case manager's authorized plan.

~~(2)(ii) Prior to~~ Before service initiation of ~~HLA~~ telephone support ~~services~~ activities, the supervisor ~~must~~ shall conduct a conference call ~~with the consumer~~ or a home visit with the ~~consumer individual~~ individual to define the expected ~~HLA~~ telephone support activities. The supervisor ~~must~~ shall develop and document a specific activities plan consistent with the case manager's authorized plan.

~~(3)(b) Periodic evaluations:~~ The supervisor must shall evaluate the ~~HLA~~ staff compliance with the activities plan, consumer individual satisfaction, and job performance during a home visit with the ~~consumer individual~~ receiving in-person and travel attendant ~~HLA services~~ activities at least every ninety days. The ILA staff need not be present during the visit. The supervisor must shall evaluate the ~~HLA~~ telephone support staff compliance with the activities plan, consumer individual satisfaction and job performance during a home visit or a telephone conference with the ~~consumer individual~~ receiving ILA telephone support ~~services~~ activities.

~~(H) The provider must demonstrate evidence of compliance with the following:~~

~~(1)(7) Orientation: All employees who have contact with consumers must complete~~

~~orientation and training prior to working with consumers. The orientation and training must include, but need not be limited to, Before allowing any staff member to provide ILA, the provider shall train the staff member on all the following:~~

- (a) ~~The provider's Expectations~~ expectations of employees ILA staff;
- (b) ~~The provider's employee code of conduct~~ ethical standards, as required under rule 173-39-02 of the Administrative Code;
- (c) An overview of the provider's personnel policies;
- (d) ~~Incident reporting procedures;~~
- (e)(d) ~~The Agency~~ organization and lines of communication of the provider's agency; and,
- (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.

~~(2) Comply with and maintain written policies and procedures as applicable supporting the operation of the business and provision of service that include, at a minimum:~~

- (a) ~~Reporting and documenting consumer incidents;~~
- (b) ~~Obtaining consumer's written permission to share information and/or release information to anyone;~~
- (c) ~~Consumer record contents, handling, storage and retention; and,~~

~~(d)~~(9) Provider policies: The provider shall develop written Personnel personnel requirements including all of the following:

- (i)(a) ~~Job descriptions for each position;~~
- (ii)(b) ~~Documentation of each employee's qualifications for the service(s) to be provided~~ how each ILA staff member meets the requirements in

(C)(5)(a) of this rule;

~~(iii)(c) Performance appraisals for all workers~~ each ILA staff member;

~~(iv) Documentation of compliance with required staff orientation training;~~
~~and;~~

~~(v) The employee code of conduct as described in rule 173-39-02 of the~~
~~Administrative Code.~~

(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: 05/03/2017

Certification

Date

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