

**Central Ohio Area Agency on Aging (COAAA)
ARPA TITLE III Service Specifications (June 2023)**

Financial Navigator Services

Description:

A service that provides assistance with financial tasks for seniors who are unable to manage their personal finances (i.e., banking, paying bills, taxes, etc.).

Client Eligibility:

- Age Requirement: Clients must be aged 60 or older.
- Residency: Clients must be residents of the COAAA service area (Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Pickaway, Union counties).
- Clients must have a documented need for financial assistance.
- Priority may be given to individuals with the greatest economic and social need.

Examples of Tasks:

- Conducting financial assessments to evaluate clients' income, expenses, and overall financial situation.
- Assisting clients in creating budgets and developing strategies for money management.
- Providing information on financial resources, benefits, and programs available to older adults.
- Helping clients with bill payments, financial paperwork, and organizing important documents.
- Educating clients on financial planning, retirement savings, and fraud prevention.
- Referring clients to appropriate financial professionals or legal services when needed.

Provider Requirements:

- Compliance with relevant federal, state, and local laws and regulations.
- Qualified staff members with expertise in finance, counseling, or related fields.
- Adequate resources and infrastructure to deliver services effectively.
- Qualifications of supervisor must be outlined.

Supervision Requirements:

- Regular supervision and oversight of staff members by qualified supervisors
- Completion of documented case reviews every 6 months by a supervisor

Documentation Requirements:

- Client intake forms and assessments to gather necessary information about the client's financial situation.
- Case notes documenting services provided, client progress, and any relevant interactions.
- Financial reports or summaries for monitoring and reporting purposes.
- Client consent and privacy forms
- Providers are required to submit regular reports to COAAA via WellSky data collection software.