

COAAA
TITLE III/Senior Community Services
SUPPORTIVE SERVICE

- (A) Supportive Services are activities that are necessary and enable an individual to live independently and have access to, choice of, and an opportunity to participate in a full range of community activities.
- (B) Supportive Service helps individuals manage their households and personal affairs, self-administer medications, and retain their community living arrangements. Supportive Service can be furnished through telephone support, in-person support or travel activities, as applicable to the tasks performed. Tasks may include:
1. Reminding an individual to take their medications;
 2. Contacting individuals at times no other in-home services are being provided to confirm the individual is functioning safely in their home;
 3. Assisting with banking;
 4. Organizing and coordinating health records;
 5. Assisting with applications for public programs including Medicaid, homestead exemption, home energy assistance program, OSHIP, and subsidized housing;
 6. Monitoring and replenishing needed groceries (does not include the cost of groceries);
 7. Assisting with business and personal correspondence;
 8. Accompanying an individual to their medical or other appointments;
 9. Accompanying an individual on their errands and to other activities in the community.
- (C) Supportive Service includes providing information, referral and training to an individual so they can maintain and meet goals for community integration. Skills training may include:
1. Managing finances;
 2. Managing an individual's own health and wellness;
 3. How to identify and access community and legal resources, leisure, educational, and recreational activities;
 4. How to find a job;
 5. Managing an individual's home;
 6. Navigating community-based transportation systems;
 7. How to build interpersonal, social, and communication skills;
 8. Navigating kinship care resources.

(D) Supportive Service provider requirements.

1. The Provider must assure the delivery of service during all normal operating hours.
2. The Provider must agree to participate in the Ohio Department of Insurance OSHIP medical insurance assistance program as staff trainees in cooperation with COAAA.
3. The Provider shall ensure anyone who furnishes Supportive Service completes a minimum of six (6) hours of continuing education annually on topics relevant to the person's job duties.

(E) Supportive Service staff shall have:

1. A high school diploma, general education diploma (GED), or a minimum of one year of relevant supervised work experience with a public health, human services, or other community service agency.
2. The ability to understand written activity and service plans (description of interventions and the dates/times the provider shall provide the interventions), execute instructions, document activities provided, and the ability to perform basic mathematical operations.
3. The ability to communicate with clients, families and emergency system personnel.

(F) Supervisors of Supportive Services staff shall possess at least one of the following:

1. A current and valid license to practice in the State of Ohio as a registered nurse (RN), licensed practical nurse (LPN), licensed social worker (LSW), or licensed independent social worker (LISW);
2. A bachelor's degree or an associate's in health or human services related field;
3. At least two years of employment experience providing community-based social services or job coaching.

(G) Supportive Service required documentation.

1. An intake form that contains basic demographic information on the individual and an identified supportive service need;
2. A detailed description of each task or activity performed and the staff person who performed it.

(H) Eligibility Criteria

1. A client must be age 60 or older.
2. The client must have a limited outside support system that is insufficient or unreliable, or a support system that cannot provide the amount of intensity of services required.

(I) Unit of Service

1. A unit of service is one (1) hour of direct service delivery. Units may be recorded in 15 minute increments.
2. The unit rate shall include administrative costs including supervision, travel, training and documentation time.
3. Units will not be allowed for general administrative or organizational activities, such as staff meetings, report preparation, etc.