

Aging Programs & Services

Many services are available to individuals through a variety of funding sources including the Older Americans Act, state general revenue, dedicated state taxes, and donations made by individuals and communities. Eligibility for these services is determined by the offices identified with each service. In most cases, clients must be age 60 or older unless specifically noted.

Priority consideration is given to applicants with the greatest economic and social need. A copayment is not required from individuals who receive these services. However, clients are encouraged to donate if they are able to do so. Eligibility and payment criteria may change as state and federal regulations are amended or renewed. For the most current information, consult local AAAs, local DHS county offices, or the Division of Aging and Adult Services' Choices in Living Resource Center.

To apply for aging services listed in this publication, please refer to the Area Agency on Aging for your county. A map listing the AAA regions and contact information may be found in the front of this publication.

The next few pages list services provided through local Area Agencies on Aging and summarize the following services:

- **Adult Day Care**
- **Adult Protective Services, Intake Reports, & Central Registry**
- **Arkansas Senior Medicaid Patrol**
- **Chore Services**
- **Client Representation**
- **Congregate Meals**
- **Employment Services**
- **Home-Delivered Meals**
- **Homemaker Services**
- **Information and Assistance (Referral)**
- **Legal Assistance**
- **Long-Term Care Ombudsman Program**
- **Material Aid**
- **Personal Care Services**
- **Home Repair / Modification / Maintenance**
- **Respite Care**
- **Telephone**
- **Transportation**

Adult Day Care

Clients must be physically or mentally impaired and in need of care/supervision for a period of more than two hours, but less than 24 hours a day, in a location other than the client's own home.

Adult Protective Services, Intake Reports, & Central Registry

As required by ACA 12-12-1707, the Department of Human Services, Adult Protective Services (APS) maintains a single statewide telephone number that all persons, whether mandated or not, may use to report cases of suspected maltreatment of impaired and endangered adults. **Adult Maltreatment Hotline – 800.482.8049** is operational 24 hours per day, seven days per week.

Intake Reports – Allegations of abuse, neglect, or exploitation of impaired and endangered adults submitted to APS for investigation are assigned a number when keyed into the APS system, and APS consultants are notified by email of case assignments. The majority of Intake Reports originates from calls to the Adult Maltreatment Hotline. These reports are entered into the APS system by an Intake/Hotline Worker at the Central Office. Each member of the APS Unit, however, is responsible for accepting and recording allegations of abuse, neglect, or exploitation on the APS Intake Report (DHS-3310). The terms “intake” and “referral” are used interchangeably.

Screen out – A Screen Out is the recording of reported information that is believed to be inappropriate or beyond the authority of APS to investigate. An area manager and/or administrator reviews the Screen Out to determine if any further action is needed.

APS Central Registry – ACA. 12-12-1716(a) (1) stipulates there be a statewide registry for adult maltreatment. APS in conjunction with the Office of Long-Term Care maintains a computerized index of information relative to reports of abuse, neglect, and exploitation received and investigated by the APS office. APS is authorized to charge a fee of \$10 for processing registry check requests submitted by entities not approved as having nonprofit status.

Arkansas Senior Medicare Patrol

The Arkansas Senior Medicare Patrol (ASMP) program receives its funding from a federal grant from the Administration on Aging administered through the Arkansas Department of Human Services, Division of Aging and Adult Services.

The Arkansas Senior Medicare Patrol recruits and trains senior volunteers to educate Arkansans about Medicare fraud prevention and also alerts Arkansans about the latest scams targeting the senior population. The ASMP offers group presentations and one-on-one counseling and also distributes a variety of educational materials and tools; such as, “Personal Healthcare Journal,” “Personal Medical Record,” “How to Read Your Medicare Summary Notice,” and a quarterly ASMP Newsletter.

The ASMP believes that educated consumers are empowered to protect themselves and the Medicare trust fund from fraud, waste, and abuse. The ASMP has a toll-free *HELPLine* – **866.726.2916** – for reporting suspected Medicare and Medicaid fraud, waste and abuse. The *HELPLine* is also available to individuals who may be interested in volunteering with ASMP program, scheduling a fraud presentation, or requesting materials.

Chore Services

To be eligible for this service, clients must be without significant social support systems that are able to perform services for them. Chore Services includes simple household tasks, running errands, preparing food, heavy cleaning, yard maintenance, and walkway maintenance. These are services

that the older person is unable to complete on his or her own and does not require the services of a trained homemaker or other specialist. This service does not include medically-oriented personal care tasks.

Client Representation

Provides assistance in the form of access or care coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions, or other characteristics that require the services of a formal service provider or family caregiver. Activities of client representation may include assessing needs, developing care plans, assisting with application forms, authorizing and coordinating services among providers, and providing follow-up and reassessment as required. Client Representation excludes any service covered by Title XIX under the Targeted Case Management Program for an eligible Medicaid recipient.

Congregate Meals

This service provides meals to a qualified individual in a congregate or group setting. Clients must be age 60 or over. Spouses are also eligible. Meals may also be available to individuals with disabilities who are under age 60, but who reside in housing facilities occupied primarily by older individuals at which congregate nutrition services are provided. Meals that are served in a group setting such as a senior center or elderly housing facility are usually associated with activities promoting social interaction and reducing social isolation. The meals served meet all requirements of the Older Americans Act, state laws, and local laws.

Employment Services

This service provides an organized program of counseling, assessment, training, and placement in employment, which may be subsidized or unsubsidized. Clients must be age 55 or older.

Home-Delivered Meals

A meal provided to a qualified individual in his or her place of residence. Clients must be age 60 or over. Spouses are also eligible. The meals served must meet all of the requirements of the Older Americans Act, state laws, and local laws.

Homemaker Services

This service option provides assistance; such as, preparing meals, shopping for personal items, using the telephone, doing light housework, and performing household management tasks. Medically-oriented personal care tasks are not included as a part of this service. All homemakers receive training in household management.

Information and Assistance (referral)

This service is available to all older persons and their families and friends. This service provides information about available services and benefits and where to obtain them. It may include assistance with a referral to an agency providing needed services or benefits and a follow-up call or visit to ensure that the referral was satisfactory.

Legal Assistance

This service provides legal advice, counseling, and representation by an attorney or other individual acting under the supervision of an attorney. Clients must be age 60 or older. This service cannot provide legal counsel for criminal charges.

Long-Term Care Ombudsman Program

The Arkansas State Long-Term Care Ombudsman Program advocates for the rights of long-term care residents. The term “ombudsman” describes someone who intercedes with government and institutions on behalf of ordinary citizens. A Long-Term Care Ombudsman advocates for residents of nursing homes, residential care, and assisted living facilities by receiving, investigating and resolving complaints from residents or their families. This is a statewide program comprised of both paid and volunteer ombudsmen.

Ombudsmen deal with issues such as:

- Finances
- Medicaid eligibility
- Restraints
- Guardianship
- Food quality
- Transfers or discharges
- Room temperature
- Social activities
- Rights restrictions
- Care plans

Anyone, including friends, relatives, facility staff or administrators, health care officials, guardians or anonymous callers, who have concerns about a long-term care resident may contact the Ombudsman. The ombudsman service is available in all AAA regions. You may visit the program’s website at www.arombudsman.com or call 501.682.8952 for additional information.

Material Aid

Provides goods or payment of bills to meet or prevent an imminent emergency. For example, you can purchase necessities for someone whose home has been destroyed by fire, payment of a utility bill to prevent imminent shutoff of services, or the distribution of items; such as, clothing, smoke detectors, eyeglasses or security devices.

Personal Care Services

This service provides assistance with basic tasks necessary to enable the client to remain living in the community; such as, personal assistance, standby assistance, supervision, or cues. Clients must meet medical requirements for personal care. Services may include assistance with bathing, grooming, dressing, toileting, food preparation and feeding, performance of incidental household services essential to the client’s health and comfort, transporting the client to and from medical appointments, and assistance with medications, which are ordinarily self-administered by the client.

Home Repair / Modification / Maintenance

This service includes home repairs essential for the health and safety of the elderly homeowner, who is unable to perform the needed work, modification to make the dwelling more accessible to owners who are frail or have physical disabilities, or maintenance and service to basic appliances, pest control, weatherization, health features, etc. Clients must own or be purchasing their home.

Respite Care

This service offers temporary, substitute supports, or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers. Respite Care includes:

- In-Home Respite, which may include personal care, homemaker, and other in-home respite services.
- Respite provided by attendants of the care recipient at a senior center or other nonresidential program.
- Institutional respite provided by placing the care recipient in an institutional setting; such as, a nursing home for a short period of time as a respite service to the caregiver.
- Summer camps for grandparents caring for their grandchildren. This service is available in all AAA regions.

Socialization

This service is generally associated with senior center activities. You facilitate the client's involvement in activities to reduce social isolation and promote social interaction and well-being through ongoing programs of physical and mental activity.

Telephone

Clients must live alone, temporarily alone, or be homebound in isolated areas. Service consists of telephone calls at appointed times to check the client status. A completed call is one placed to the client's household; one call placed to the client's emergency contact if the client does not answer the phone at the appointed time; or there is a continual busy signal. If contact is not made, the AAA is expected to follow-up to verify the status of the client's health and obtain necessary assistance.

Transportation

This service transports clients from one location to another so the client has access to supportive or nutrition services and other services provided by an Area Agency on Aging. Examples of transportation services covered include transportation to and from: a senior activity center, grocery store, pharmacy, discount store, bill payment locations, and/or medical services.