

Iowa Return to Community Pilot Initiative Manual

December 2020

TABLE OF CONTENTS

Overview	1
Purpose	1
Goals	1
Objectives	1
Performance Metrics	
Outcomes	
Client Eligibility	
Onone Englowey	
How It Works	2
Return to Community Initiative Process	
Referrals Received	
Staffing Qualifications	
Decline to Participate	
·	
Information Sharing / Making Referrals	
Release of Information	
Legal Representative Documentation	
Funding for Services	
Admit	
Discharge	
Successful Transitions Categories	
Follow Up Contacts	
Case Records & Record Retention	6
	_
Data Collection & Analysis	7
	_
Evaluation & Performance Review	7
	_
Training & Education	8
Marketing, Outreach & Public Awareness	8
	_
IRTC WellSky Instructions	
Referrals	9
Episodes	
Care Enrollments	10
Referral Outcome	11
Admitted	12
Discharged	14
Assessment	
Release	17
Care Plan	17

IRTC WellSky Instructions (Continued)

Case Notes	19
Date Section	20
Referrals for Service	21
Service Deliveries	23
Consumer Groups of IRTC Stakeholder Engagement	
Format Columns	
Consumer Evaluation Survey	
Follow Ups (30/60/90 Day)	
References and Definitions	29
Authority	
LegislationLegislation	
Iowa Administrative Rules 17 Chapter 23.7	
Definition of Terms	
Appendix	32
Appendix A — IRTC Process Flow	33
Appendix B — Release of Information Example	34
Appendix C — Financial Report	37
Appoint O I illuliolal Report	



Iowa Return to Community Initiative A Demonstration Pilot December 2020

OVERVIEW

The lowa Department on Aging (IDA) in accordance with Senate File 2418, has collaborated with stakeholders to design a pilot initiative to provide long-term care options counseling utilizing support planning protocols. This pilot initiative assists non-Medicaid eligible consumers, age 60 or older who indicate a preference to return to their community and are deemed appropriate for discharge following a nursing facility or hospital stay. The initiative is called lowa Return to Community (IRTC). Local stakeholders include area hospitals, long-term care facilities, Area Agencies on Aging (AAAs), home- and community-based service providers, lowa Legal Aid, pharmacies, and other local providers.

Purpose:

Using evidence-informed interventions, this initiative provides long-term care support planning to assist non-Medicaid eligible seniors who want to return to their community following a nursing facility or hospital stay. This will achieve cost savings for the consumer, the State, and the Medicaid program by delaying or avoiding enrollment in the Medicaid program.

Current Demonstration Pilots:

- Cass, Mills, Pottawattamie and Woodbury Counties.
- Spencer, Iowa and with a 50-mile surrounding radius (Clay County and portions of Buena Vista, Dickinson, Emmet, O'Brien, and Palo Alto Counties).

Goals:

- Help seniors to maintain their independence by keeping them in their homes with a comprehensive set of wrap-around services and supports.
- Achieve person-centered planning by enabling seniors to have the information and assistance they need to stay in their homes if they so choose.
- Integrate services through care coordination and management.
- Increase access to primary and preventative care.
- Reduce unnecessary facility placement, unnecessary hospital admissions and readmission, emergency department use.

Objectives:

- Implement evidence informed interventions for older lowans who are transitioning from hospitals or nursing facilities by formalizing key referral sources and increasing access to person-centered counseling.
- Connect to other programs and resources such as the family caregiver program to fully optimize available resources.
- Develop and implement a consumer satisfaction survey to document the quantitative and qualitative benefits and outcomes.



Performance Metrics:

- Total Number of Referrals Screened
- Total Number of Ineligible Referrals
- Total Number of Eligible Referrals
- Total Number Admitted
- Total Number Discharged
- Number of Successful Transitions
- Service Referrals Made to Other Partners
- Services Provided by AAA
- Average Length of Time in the IRTC Program
- 30, 60 and 90 day Follow Up Contacts
- Results from Customer Satisfaction Surveys

Outcomes:

- Ensure consumer choice in a care setting by assisting in transitioning consumers to a community setting.
- Increase access to person-centered planning.
- Achieve cost savings for the consumer and the Medicaid program by delaying or avoiding enrollment in the Medicaid Program.

Client Eligibility:

- Individuals age 60 or older.
- Resident of Iowa.
- Being discharged to the community from a hospital, long-term care facility, or skilled nursing rehabilitation facility.
- Medicare and/or Private Pay.
- Desire to return to their community.
- Agree to participate in the Iowa Return to Community (IRTC) Program.

HOW IT WORKS

The lowa Return to Community (IRTC) Program is a collaborative effort with a variety of partners including hospitals, long-term care facilities, Area Agencies on Aging (AAA), home- and community-based service providers, lowa Legal Aid, etc. that assists non-Medicaid individuals age 60 or older, return to their community following a long-term care facility or hospital stay. Person centered planning and coordination of services are critical to help individuals and their families navigate the health care system and to ensure that services are in place to meet their care needs and preferences. Potential participants who are in a long-term care facility and meet the criteria of the program are referred to the IRTC Options Counselor at the AAA. Likewise, potential participants who are in the hospital and preparing to be discharged, are referred to the IRTC Options Counselor at AAA by the hospital's care manager. Referrals are made to partner agencies electronically to address the social determinants of health critical to the consumer's long-term health and a successful transition. Referrals may also be received via fax or phone. Referrals are screened prior to meeting with consumers to



determine eligibility. If not eligible for IRTC, referrals are made to other Aging and Disability Resource Center (ADRC) services.

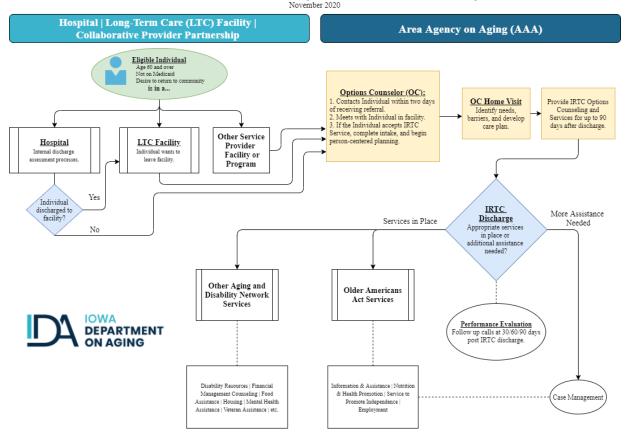
The IRTC Options Counselor meets with the consumer to introduce the program, identify potential needs and barriers and begin person centered planning discussions. When the consumer is dismissed from the long-term care facility or hospital, the implementation of the person-centered plan begins. Person centered planning differs from traditional case management model by allowing the consumer to define their values and preferences that guide all aspects of their healthcare and supporting the consumer's realistic health and life goals. The IRTC program allows for flexibility in following the consumer whether they are discharged to a community setting or a long-term care facility for rehabilitation. The consumer and IRTC Options Counselor work together to identify local/regional service providers to best meet the consumer's preferences and needs, provide information and support during the transition process and secure available funding sources.

The referral stage begins when the IRTC Options Counselor is notified of a consumer who potentially meets the program criteria whether the consumer is in the hospital, skilled nursing facility or in a long-term care facility. The referral period ends once the consumer is admitted into the IRTC Program or chooses not to participate. A consumer meeting the IRTC Program criteria is admitted to the program upon the primary home visit. A consumer is active in the program until supports and services are no longer needed from the IRTC program or after 90 days.

Once contact is made with the consumer, the assessing begins. If there is a sense that the consumer needs ongoing services, make an appropriate referral as soon as possible for a smooth transition to the most appropriate level of care. If that service is case management, the IRTC Options Counselor continues with the consumer through the admission (approximately 30 days) and would also begin the transition. If services and supports are still needed after 90 days on IRTC, a referral is made to the case management program. A referral to case management or other appropriate services may take place any time during the 90-day period. It is not necessary to wait 90 days before transitioning the consumer if there is a need. A visual of the process flow is below and may also be found in **Appendix A**.



Iowa Return To Community Process Executive Summary



Referrals Received: While most referrals will come from the hospital case manager, facility administration, or community providers, there may also be referrals received from family members or even self-referrals. Referrals are accepted from any source at any point. Ideally, the IRTC Options Counselor is involved from the point of contact in the hospital or facility until the consumer is discharged from the program. Referrals may be accepted on consumers that have been discharged from a hospital or long-term care facility as long as it is within two weeks of the discharge date. Those referrals received after the two-week timeframe are to be referred to other ADRC services.

Staffing Qualifications: IRTC Options Counselors shall meet the requirement of IAC 17-23 for an ADRC Options Counselor, with previous long-term facility or hospital experience a plus. Education and licensing options are as follows:

- Bachelor's degree in a human services field; or
- License to practice as a registered nurse; or
- Bachelor's degree and two years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning; or
- Associate's degree and four years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning; or
- License to practice as a licensed practical nurse and four years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning.



Decline to Participate: This program is person centered and a consumer has the right to decline participation or to refuse services at any time.

Information Sharing / Making Referrals: A release of information shall be obtained prior to making a referral to another entity for services or before providing any information to another party about the consumer.

Release of Information: An example of a Release of Information is included in **Appendix B**; however, the Department on Aging (IDA) does not make any warranties about the completeness, reliability, and accuracy of this document. Any action the AAA takes with this document is strictly at their own risk.

The IDA will not be liable for any losses or damages in connection with the use of this release. The IDA recommends the AAA's independent counsel review the form to ensure it is appropriate for your AAA. Your independent counsel understands the status of your entity, possible variables, and business practices which would need to be considered.

A release of information shall be signed by the consumer or the consumer's legal representative prior to the provision of services or making a referral to another entity for services.

Legal Representative Documentation: If a consumer has a legal representative, the legal representative shall provide appointment papers, a court order, or power of attorney documentation to verify the relationship. Once the relationship is verified, the legal representative's signature shall be obtained on the required IRTC program documents.

Funding For Services: Every effort shall be made to utilize other funding sources such as Medicare, private pay, local funds, etc. prior to using IRTC service funding.

Assessment & Monitoring: A AAA shall monitor the provision of services identified in the person-centered transition care plan. The IRTC Options Counselor shall conduct and document a face-to-face consumer assessment as identified in the person-centered plan. Follow up contacts may be conducted via phone or home visits as needed which will document progress updates, setbacks and barriers. The following are definitions of milestone steps in the program process:

Referral: Begins when the AAA is notified of a consumer who potentially meets the IRTC criteria whether the consumer is in the hospital or in a long-term care facility or was discharged within two weeks of receiving the referral. The referral period ends once the consumer is admitted into the IRTC Program or chooses not to participate.

Admit: A consumer meeting the IRTC Program criteria is admitted to the program upon the primary home visit.

Discharge: A consumer is discharged when services are no longer needed from the IRTC program or after 90 days. If services and supports are still needed after 90 days, a referral



is made to the appropriate program. A consumer is also discharged from IRTC if he/she is readmitted to the hospital.

Successful Transitions are Categorized as Follows:

- Services are no longer needed / needs met
- Consumer/Legal authority requested / needs met
- Consumer is referred to case management or other appropriate service
- Moved out of state or out of service area
- Consumer chooses to move into a long-term care facility
- Consumer is admitted to the hospitals with a different illness
- Consumer moves into hospice or dies.

The AAA shall conduct a consumer survey with each IRTC participant within two weeks of being discharged. A AAA staff member, who did not assist the consumer and is a neutral party, will contact the consumer and complete the consumer evaluation/survey located on the IRTC data report. This information is submitted to IDA quarterly along with the data reports.

Follow Up Contacts: After a consumer is discharged from IRTC, follow up contacts are to be made at 30, 60 and 90 days. These follow up contacts are done during the IRTC discharge enrollment. The contacts may be a phone call or a home visit and may be conducted by the IRTC Options Counselor or other designated AAA staff. The first and second contact attempt is to be made to the consumer. If no response or cannot get a hold of them, the third contact is to be made to the individual identified as the emergency contact. If a consumer is discharged to a long-term care facility, case management, or hospice, follow up contacts are not needed.

Case Records & Record Retention: A case record shall be maintained for each client and shall contain copies of the intake, assessment(s), care plan and any related correspondence or information. Case records shall be maintained for a minimum of five years from the date a case is closed in accordance with lowa Code chapter 305.



DATA COLLECTION & ANALYSIS

Data entered into WellSky by the AAA staff is submitted monthly to IDA and a preliminary analysis report is created. The standard length of stay begins from the time the consumer is admitted to the IRTC program to the date of program discharge. This data needs to be entered into WellSky by the 22nd of each month. The data reports will be reviewed and discussed between AAAs and IDA to identify items such as, but not limited to the following:

- How the system is performing;
- If there are data entry concerns;
- Areas for technical assistance;
- · Marketing analysis and outreach; and
- Techniques for replication.

The financial reports are submitted monthly to IDA for reimbursement. An image of the financial report form is included in **Appendix C**.

EVALUATION & PERFORMANCE REVIEW

The IRTC program is designed around person-centered planning, thinking, and practice. It is essential to listen to the voice of the consumer when trying to ascertain the value and impact of the system and the person-centered counseling it provides. The methods for monitoring the project to ensure high excellence performance and data driven outcomes, include the following:

- Standardized protocols and tools are utilized to ensure high quality and consistent service provision;
- Response time following receipt of referral, including but not limited to prioritization based on consumer need, immediacy of discharge, or other factors, is followed;
- Documented review of intake, assessment, planning, and follow-up processes, including addressing efficiency and effectiveness of processes, timeliness and methods of documentation, coordination with appropriate entities, clarity of AAA roles that will enhance, not replace other partners functions;
- On site with the consumer and IRTC OC to ensure a person-centered approach is followed in all consumer interactions to establish appropriate and effective local supports and services;
- Monthly conference calls and/or in-person site visits to provide technical assistance, contract review and guidance on the project; and
- A consumer satisfaction evaluation is conducted two weeks after discharge and documents the quantitative and qualitative benefits and outcomes of the consumer's experience. The evaluation is based on the goals developed by the consumer with assistance of the IRTC Options Counselor and captures the reported satisfaction levels regarding access, self-direction, and quality.



TRAINING & EDUCATION

- Options counselors shall be considered mandatory reporters and shall adhere to federal and state law and applicable rules and regulations for mandatory reporters (IAC 17-23.5(2)). Mandatory reporter training pursuant to lowa Code chapter 235B shall be completed on dependent adult abuse within six months of employment in accordance with lowa Code 235B.16(5)(b).
- The options counselor shall provide to the AAA documentation of successful completion of the person-centered counseling core curriculum provided through Elsevier, or an equivalent that is approved by the IDA, within 30 days of employment as an options counselor. Documentation shall be included in the individual's personnel record. (IAC 17-23.5(5)). Each AAA has an administrator who will register an employee for the person-centered training and provide the website link.
- Continuing education requirements for an options counselor includes eight hours of relevant training annually as required by the IDA or documented training related to the provision of options counseling if department training is not available. Documentation shall be included in the individual's personnel record. (IAC 23-17.7(6))
- Orientation is provided by the AAA. IDA staff will provide an onsite visit to observe protocol adherence once IRTC Options Counselor has been employed for 90 days

MARKETING, OUTREACH & PUBLIC AWARENESS

The AAA and IDA will work in partnership to create a public awareness and marketing outreach strategy to reach stakeholders and the general public. Techniques to consider include:

- Using data to identify areas and populations to target.
- Community forums, presentations, webinars.
- Information on websites.
- Information booklets for consumers & family caregivers.
- Brochures for hospitals, long-term care facilities, clinics, providers, etc.
- Dashboards.



IRTC WELLSKY INSTRUCTIONS

Referrals to IRTC

Referrals may come to the AAA **IRTC Options Counselor (OC)** through a variety of ways including:

- Hospital
- Long-Term Care Facility or Skilled Nursing Facility
- Self or Family Member Referral
- Other

When a referral is made, enter the information into WellSky and make sure the **IRTC OC** is entered as a Care Manager.

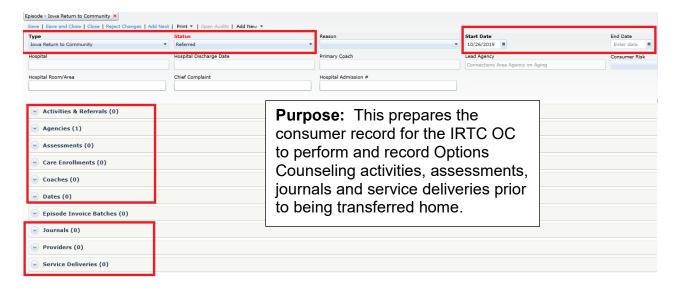


Episodes

The first step is to create an **Episode** and all additional information should be entered from within the current Episode. The **Episode** start date does not change regardless of the status.

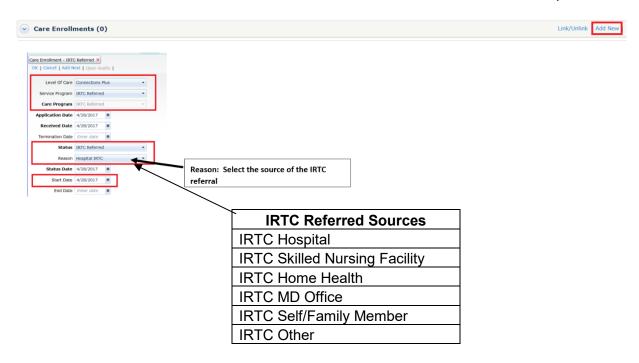






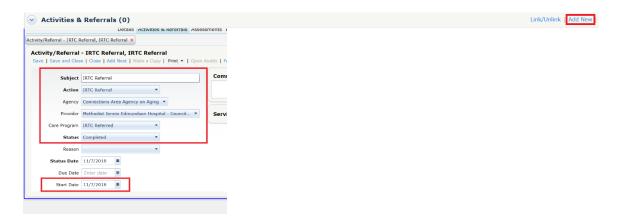
Care Enrollments

1. The IRTC OC adds a new IRTC Referred Care Enrollment from within the Episode.



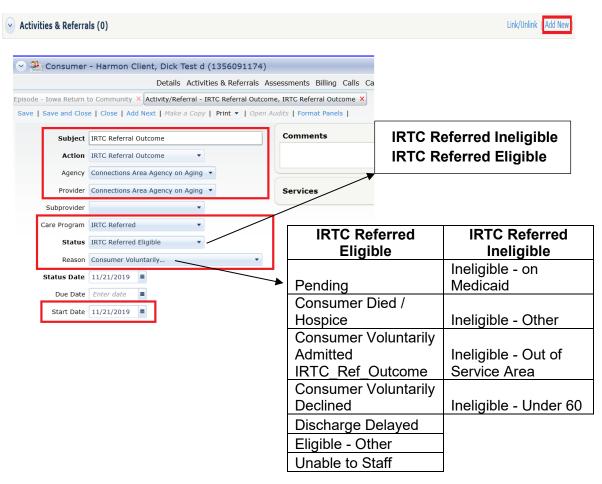


2. The **IRTC OC** adds a new **IRTC Referral Activity/Referral** from within the Episode. This will count as an instance of IRTC Information and Assistance.



IRTC Referral Outcome

The **IRTC OC** adds a new **Activity/Referral** action **IRTC Referral Outcome** from within the Episode to track the outcome of the IRTC Referral.





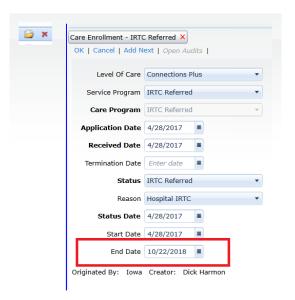
Admitted

If the Consumer accepts IRTC, the **IRTC OC** adds a new **IRTC Admitted** Care Enrollment from within the Episode at the time the home visit is completed.

Select **Show Current** or **Show All** to see Care Enrollments.

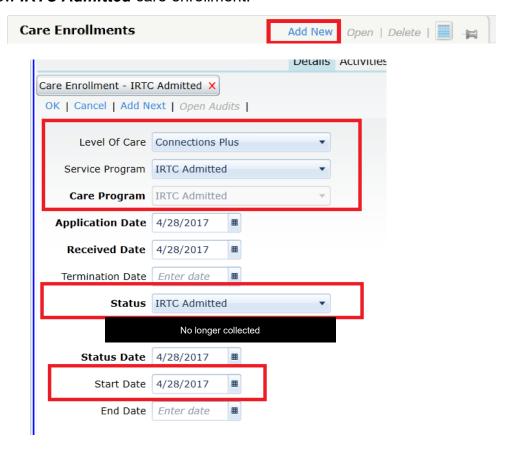


End the current *IRTC Referred* Care Enrollment by selecting the *File Folder* and add an *End date* that is the same as the *IRTC Admitted Start Date*.





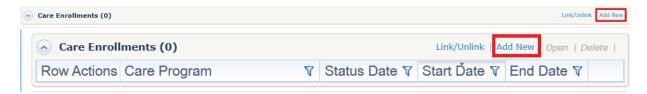
Add a new IRTC Admitted care enrollment.





Discharged

IRTC Discharged – this care enrollment is entered from within the Episode at the time the consumer is discharged from the admitted phase but the discharge enrollment continues through the follow-up calls:



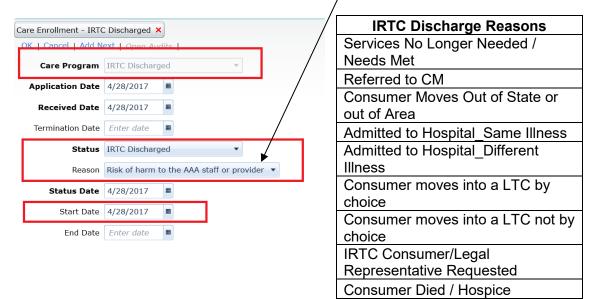
End the current *IRTC Admitted* Care Enrollment by selecting the *File Folder* and add an *End date* that is the same as the *IRTC Discharged Start Date*.





Add a new IRTC Discharged care enrollment.

Reason: Select the reason for discharge.



Add a new Episode Discharge date to the Episode Date Panel.



Assessment (Use the current OAA Service Assessment up through the OC Section)

1. Select Assessments Add New from within the Episode.

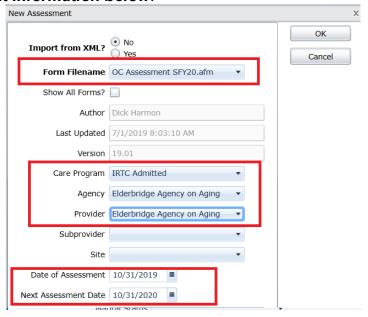




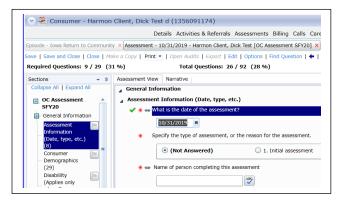
2. If there are **Assessments** in the grid, highlight the most recent **Assesssment** select **Copy**.



3. Enter Assessment Information below.



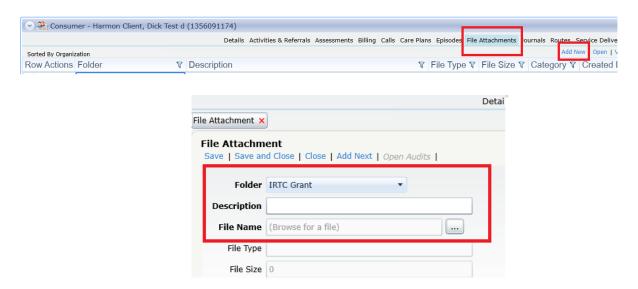
4. Complete the Assessment through the OC Section.





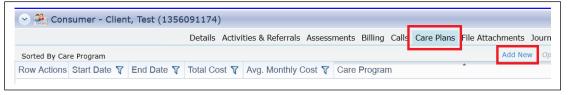
Release

All consumer releases should be scanned and uploaded as a File Attachment for each Consumer

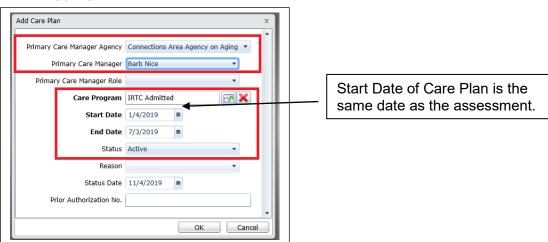


Care Plan

1. Select Care Plans then select Add New.

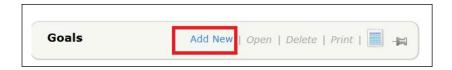


2. Enter the appropriate **Care Plan** information.

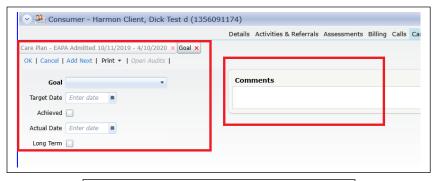




3. Select Goals then select Add New - The only Area of the Care Plan EAPA uses is Goals.

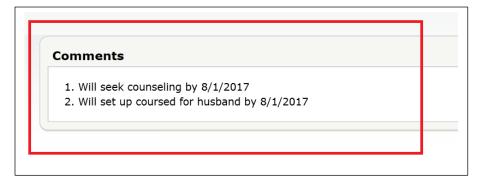


4. Enter the appropriate IRTC *Goal / Target Date* area.



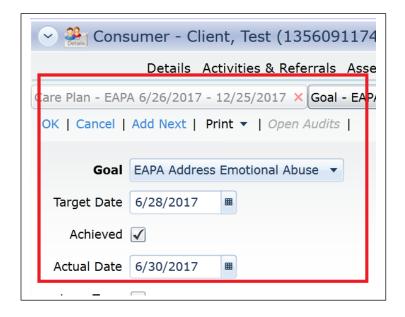


5. Enter the Action Steps taken to meet the *Goal* in the *Comments*.





6. Enter the appropriate *Achieved* Date.



Case Notes

Case notes may be entered into Journals or Activities as determined by the AAA. Whichever option is selected must be followed consistently throughout the AAA.

Enter under the *Activities and Referral Comment* from within the Episode.





Date Section

Date Type	Definition of Date Type
30 Day Follow up	The date the 30-day follow-up call is completed
60 Day Follow Up	The date the 60-day follow-up call is completed
90 Day Follow up	The date the 90-day follow-up call is completed
Admission	The date the consumer is admitted to the transition program. This is the same as the Home Visit date
Complete Date	The date that everything is completed on this case. Including the follow up phone calls
Date of Death	Date of death if applicable
ED Visit Admission	The date of ED Visit that lead to admission to the hospital (preadmission to transition admission)
ED Visit Referral	Date of ED visit that lead to the referral to IRTC (preadmission to transition admission)
ED Visit during Episode	Date of an ED visit that occurs during the Episode.
Episode Discharge	The date that the active episode activity is completed and the IRTC discharge enrollment is started
Face to Face	Visit that is face to face with consumer (primarily used for SNF visits)
Home Visit	Date that a home visit is completed.
Hospital Admission	Date the consumer was admitted to the hospital prior to IRTC admission
Hospital Discharge	Date the consumer was discharged from the hospital prior to the IRTC admission
Hospital Visit	Date the coach does a visit at the hospital
PCP Follow-up	Date that the consumer had a follow-up visit with their Primary Care Physician following discharge from the hospital or skilled nursing facility
Phone call 1	Not all calls are documented. This is the call with the consumer that is about 1 week from admission to IRTC
Phone call 2	Not all calls are documented. This is the call with the consumer that is about 2 weeks from admission to IRTC
Phone call 3	Not all calls are documented. This is the call with the consumer that is about 3 weeks from admission to IRTC
Readmission	Date that a consumer readmits to the hospital, after admission into the program
Referral	Date that the agency receives the referral, not the date that the referral is entered into the system.
SNF Admit	Date that the consumer was admitted to the skilled nursing facility

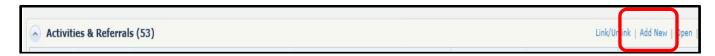


Date Type	Definition of Date Type
SNF Discharge	Date that the consumer was discharged from the skilled nursing facility
SNF Visit	Date that the coach had contact with the consumer in the skilled facility to introduce the program.

Referrals for Service

Entering an IRTC Service Referral in WellSky

From within the episode, select "add new" under activities and referrals



Subject and Action: are IRTC Service Referral

Agency: select your agency

Provider: Select the provider the referral went to

Care Program: Is the care program the consumer is enrolled in

Status: Completed

Start and End date are the date the referral was made.

Comment Box: Enter the provider

Click "Open" in the Services box:

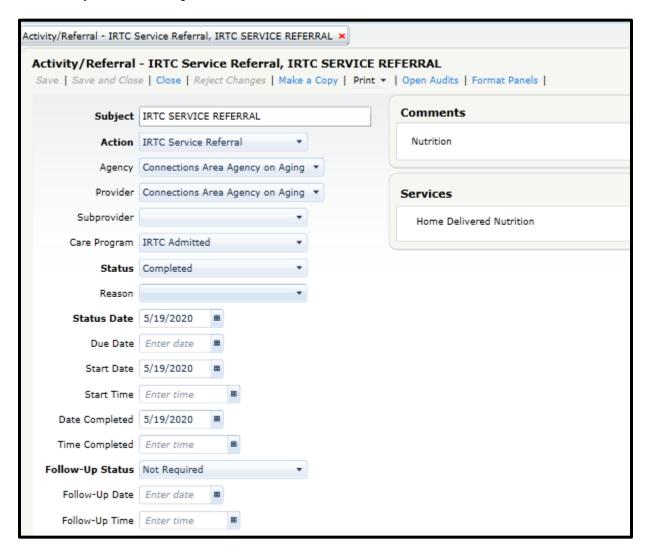


Select the service you made a referral to from the drop-down box and then click OK.





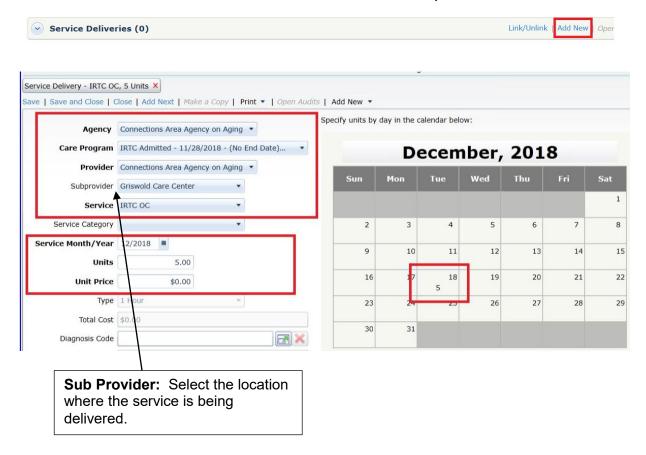
The completed activity should look like this:





Service Deliveries

Select **Service Deliveries** then select **Add New** from within the Episode.



Consumer Group of IRTC Stakeholder Engagement

1. Change the consumer grid to list **Consumer Groups**.

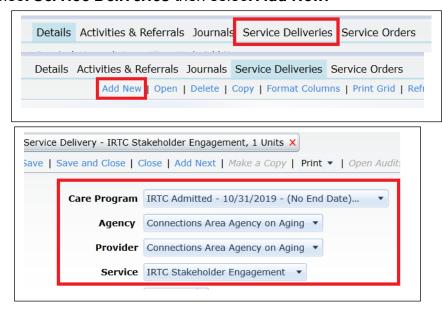




2. Select the Consumer Group IRTC Stakeholder Engagement.



3. Select Service Deliveries then select Add New.

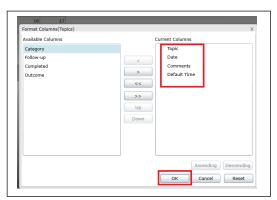


Format Columns

1. Select *Format Columns* on the *Topics* Grid:



2. Move the appropriate columns to the **Current Columns** box like below and select **OK**:

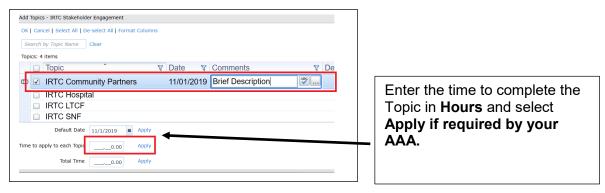




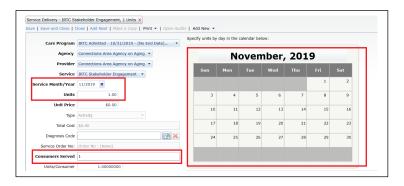
The **Topics** grid should look like below:



3. Select the appropriate *Topic* and enter data into appropriate columns:



4. Enter **Service Month/Year**, **Units** and **Consumers Served**. The Calender feature may be used at AAA discretion.





Consumer Evaluation Survey

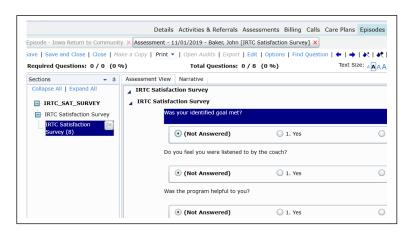
1. Select Assessments Add New from within the Episode.



2. Enter Assessment Information below.



3. Complete the Assessment.





Follow Up (30/60/90 Day)

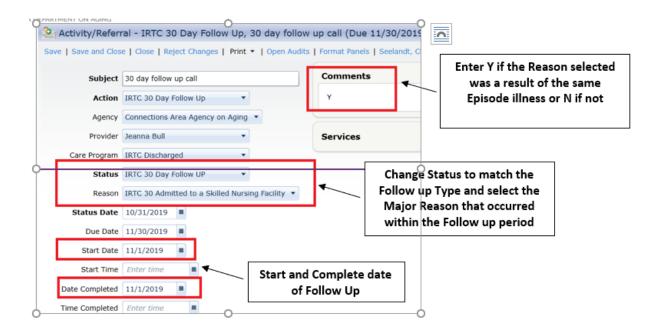
1. It is recommended that you use the *Activity/Referral* area of WellSky to shcedule your IRTC Follow UPS so they display on your Dashboards.



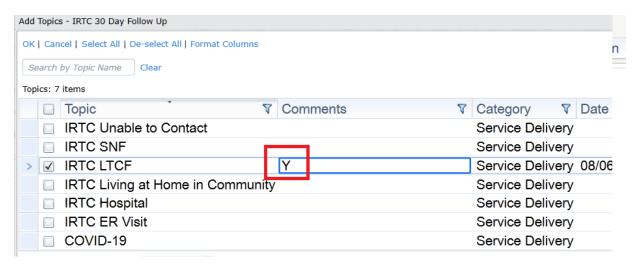
2. After you have completed the Follow up Change the Activity/Referral Status:







Repeat the above steps for each follow up.



Enter the End Date for the IRTC Discharge Enrollment

When the follow up calls are completed, go back and enter the **Final End Date** in the IRTC **Discharge Care Enrollment** to close out the case.



REFERENCES AND DEFENITIONS

Authority

Legislation

An annual allocation in the Health and Human Services Appropriations Bill authorizes the initiative. The following language is from the first year in SF 2418, but has remained substantially the same with only dollar amounts and report dates changing.

Of the funds appropriated in this section, \$100,000 shall be used by the Department on Aging in collaboration with the Department of Human Services and affected stakeholders, to design a pilot initiative to provide long-term care options counseling utilizing support planning protocols, to assist non-Medicaid eligible consumers who indicate a preference to return to the community and are deemed appropriate for discharge, to return to their community following a nursing facility stay. The Department on Aging shall submit the design plan as well as recommendations for legislation necessary to administer the initiative, including but not limited to legislation to allow the exchange of contact information for nursing facility residents appropriate for discharge planning, to the Governor and the General Assembly by December 15, 2018.

Iowa Administrative Code

17—23.5(231) Options counselors. An ADRC coordination center shall ensure that options counselors meet the requirements of this chapter and applicable federal and state law.

- **23.5(1)** Background checks. All ADRC coordination centers shall establish and maintain background check policies and procedures that include, but are not limited to, the following:
 - a. A requirement that, prior to beginning employment, all options counselors, whether full-time, part-time, or unpaid, shall undergo criminal and abuse background checks.
 - b. A background check includes, at a minimum, a request that the department of public safety perform a criminal history check and the department of human services perform child and dependent adult abuse record checks of the applicant in this state.
 - c. Protocol for how to proceed in the event that an options counselor applicant is found to have a criminal history or history of child or dependent adult abuse.
- **23.5(2)** *Mandatory reporters.* All options counselors shall be considered mandatory reporters pursuant to lowa Code chapter 235B and shall adhere to federal and state law and applicable rules and regulations for mandatory reporters.



- **23.5(3)** Options counselor duties. An options counselor shall provide options counseling that is person-directed and interactive and that allows the consumer to make informed choices about long-term living services and community supports based upon the consumer's preferences, strengths and values.
- **23.5(4)** Options counselor minimum qualifications. An options counselor shall possess the following minimum qualifications:
 - a. Bachelor's degree in a human services field; or
 - b. License to practice as a registered nurse; or
 - c. Bachelor's degree and two years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning; or
 - d. Associate's degree and four years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning; or
 - e. License to practice as a licensed practical nurse and four years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning.
- **23.5(5)** Position-specific training. The options counselor shall provide to the ADRC coordination center documentation of successful completion of the person-centered counseling core curriculum provided by Elsevier, or an equivalent that is approved by the department, within 30 days of employment as an options counselor. Documentation shall be included in the individual's personnel record.
- **23.5(6)** Continuing education requirements for an options counselor. An options counselor shall:
 - a. Obtain during the term of employment eight hours of relevant training annually as required by the department.
 - b. Document training related to the provision of options counseling if eight hours of training are not obtained in accordance with paragraph 23.5(6)"a." Documentation shall be included in the individual's personnel record.

Definition of Terms

Admit: A consumer meeting the IRTC Program criteria is admitted to the program upon the primary home visit.

Aging Network: Individuals working in the field of aging.

Assessment: A document designated by the department to be completed by the ERS to determine service needs and address the safety of the consumer.

Caregiver: An individual who has the responsibility for the care of an older individual, either voluntarily, by contract, by receipt of payment for care, or as a result of the operation of law. "Caregiver" also means a family member or other individual who provides compensated or uncompensated care to an older individual.



Confidentiality: Withholding of information from any manner of communication, public or private.

Department: The Iowa Department on Aging (IDA).

Discharge: A consumer is discharged when services are no longer needed from the IRTC program or after 90 days. If services and supports are still needed after 90 days, a referral is made to the appropriate program. A consumer is also discharged from IRTC if he/she is readmitted to the hospital.

Legal Representative: A person appointed by the court to act on behalf of a client.

Mandatory Reporter: A person defined in Iowa Code section 235B.3(2).

Older Individual: A person aged 60 or older.

Person Centered: The values and preferences are defined by the person needing services and once expressed, guide all aspects of their health care, supporting their realistic health and life goals.

Referral: Begins when the AAA is notified of a consumer who potentially meets the IRTC Program criteria whether the consumer is in the hospital or in a long-term care facility. The referral period ends once the consumer is admitted into the IRTC Program or chooses not to participate.

Successful Transitions Include:

- Services are no longer needed / needs met
- Consumer/Legal authority requested / needs met
- Consumer is referred to case management or other appropriate service
- · Moved out of state or out of service area
- Consumer chooses to move into a long-term care facility
- Consumer is admitted to the hospitals with a different illness
- Consumer moves into hospice
- Consumer dies

Transition: The point of time from when a consumer has been discharged from a hospital or long-term care facility and is returning to live in the community.



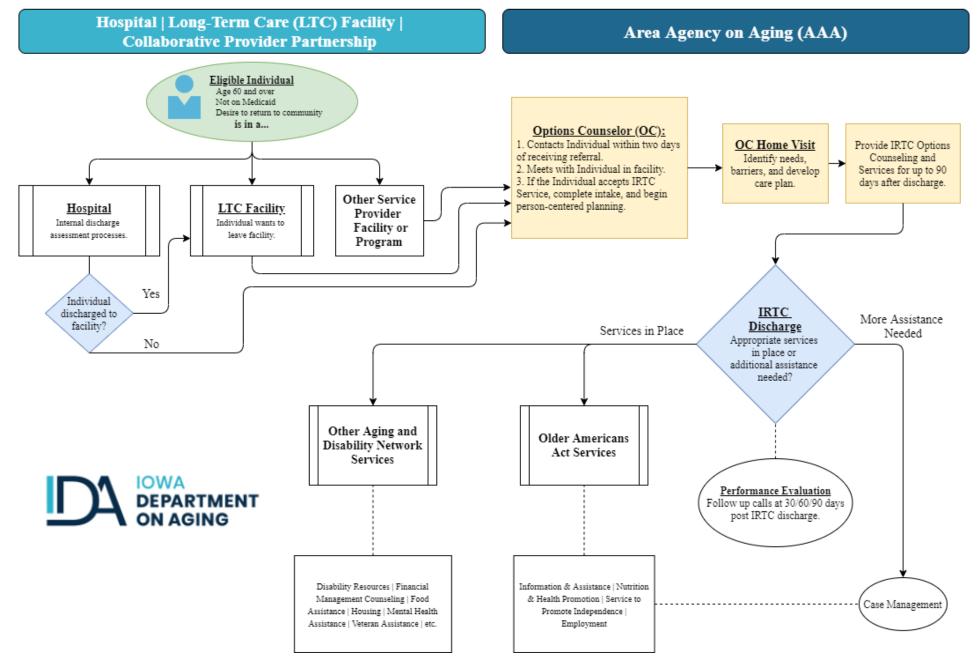
APPENDICES



Iowa Return To Community Process Executive Summary

Appendix A

November 2020





Insert AAA Name

Appendix B

AUTHORIZATION TO OBTAIN OR RELEASE HEALTH CARE INFORMATION Client Name: SID# SS# Date of Birth: Guardian/Agent (Health Care Power of Attorney): I authorize the following individual or agency to share written and oral information (two-way or reciprocal release) about my needs and the services I receive... Name or agency to release and receive information: Insert AAA Name Address: City/State/Zip: Phone: Fax: With the following individual or agency: Name or agency to release and receive information: Address: City/State/Zip: Phone: Fax: The information released or shared may include: ∃Face sheet Admission status Psychological reports Discharge summary Family data photos Social history Lab results Treatment and aftercare plans X-ray/imaging reports Diagnosis/allergies Team notes Medication history History & physical exam Assessments Immunization record School records Court documents **Evaluation & recommendations** Receiving phone calls Consultation reports from (doctor/specialty name): Other (please specify): Other (note exceptions or limits to this release): This information is being used ONLY for (state purpose): Assessment, service and intervention planning, advocacy and access to products and/or services. SPECIFIC AUTHORIZATION FOR Type of Information Authorizing **RELEASE** initials I authorize the release of the information Mental Health evaluation/treatment* AIDS/HIV - related

Substance Abuse

listed at the right, which requires specific consent under federal law:



This authorization is valid for information already in existence and any information that may be generated while this authorization is effective. I understand that I have the right to see any information that is disclosed pursuant to this authorization for release. I may request to see this information during normal business hours. I understand that I can revoke my authorization at any time, orally or in writing. I understand that the revocation will not apply to information that has already been released in response to this authorization. I understand that the revocation will not apply to my insurance company when the law provides my insurer with the right to contest a claim under my policy. Unless otherwise revoked, this authorization shall expire on the date specified below. If I fail to specify an expiration date, this authorization will expire one-year after the date it is signed. I understand that authorizing the disclosure of this information is voluntary. I can refuse to sign this authorization. I need not sign this form in order to assure treatment. I understand that if the persons or organization authorized to receive this information is not a health plan or health care provider, the released information may no longer be protected by federal privacy regulations. However, there may be other federal or state laws that require the information to remain confidential. If I have questions about disclosure of my health information, I can contact: at . I have read this form, or it has been read and explained to me, and I understand its content.

Authorizing Signature	e:	Date:	Expiration Date:				
Relationship to client (specify below)	: Self Legal Represe	ntative	g Relative				
☐ Not Required Witness Signature:							
Required Witness Signature:							
A photocopy of this signed authorization shall have the same force and effect as this original. RECORD OF DISCLOSURES (Required for mental health information)							
		Client Name:					
Date 1. 2. 3. 4.	Name of Recipient C	SID#:	Sent By				
5							

^{*} Only a person 18 years of age or older or a person's legal representative can authorize release of mental health information.

^{**} Only the subject can authorize release of substance abuse information unless the subject is of such age and mental maturity that they are unable to authorize release.



Notice to Recipients of Mental Health Information

In accordance with "Disclosure of Mental Health and Psychological Information" (lowa Code, Chapter 228), a recipient of mental health information may further disclose this information only with the written authorization of the subject or the subject's legal representative or as otherwise provided in Chapters 228 and 229. Unauthorized disclosure is unlawful and civil damages and criminal penalties may apply. Federal confidentiality rules (42 CFR Part 2) restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

Notice to Recipients of Substance Abuse Information

This information has been disclosed from records whose confidentiality is protected by federal law. lowa Code, Chapter 125 and federal regulations (42 CFR, Part 2) prohibit any further disclosure without the specific written authorization of the person to whom the information pertains, or as otherwise permitted by such statute and regulations. A general authorization for the release of medical or other information is not sufficient for this purpose. Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

Notice to Recipients of HIV-Related Testing Information

This information has been disclosed to you from records whose confidentiality is protected by state law. State law prohibits you from making any further disclosure of the information without specific written consent of the person to whom it pertains, or as otherwise permitted by law. A general authorization for the release of medical or other information is not sufficient for this purpose. (lowa Code Section 141A.9) Federal confidentiality rules (42 CFR, Part 2) restrict any use of the information to criminally investigate or prosecute any alcohol or drug abuse patient.

Policy Regarding Discrimination, Harassment, Affirmative Action and Equal Employment Opportunity

It is the policy of	Area Agency on Aging to provide equal treatment in employment and
provision of services to applica	nts, employees and clients without regard to race, color, national origin
sex, sexual orientation, gender	identity, religion, age, disability, political belief or veteran status. If you
believe you may have been tre	ated unfairly in the areas of employment or accommodations please
contact in writing or call:	

Privacy Officer Insert AAA Name





Financial Report

Return to Community Financial Report												
2. DUNS #		-			4. Rep₁	ort Type Monthly Quarterly Semi-Annual Annual Final		of Acounting Cash Accrual 7. Proj		lowa Department 510 E. 12th St., St Des Moines, Iowa g Period End Date From	uite 2 a 50319	
		s. Bud	get			9. Cumulative	Expenditures	10. Current Expenditures				
11. Line Item	Total	a. Federal	Non-F b. Cash	ederal c. In-Kind	Total	a. Federal	Non-Fe b. Cash	ederal c. In-Kind	Total	a. Federal	Non-Fe b. Cash	ederal c. In-Kind
a. Personnel	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
b. Fringe Benefits	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
c. Travel	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
d. Supplies	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
e. Equipment	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
f. Premise	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
g. Other	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
h. Contractual	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
i.												
j. Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
k. Indirect	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
I. Grand Totals	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	a. Type	b. Rate	c. Period From	Period To	d. Base	e. Amt Charged	f. Federal Share					
12. Indirect Expense							0.00		13. Amount Due		ulative Receipts ve Expenditures	\$0.00 0.00
Expense									Due	b. Cullidian		
				g. Totals:			\$0.00				c. Balance:	\$0.00
14. Remarks:												
15. Certification: By signing this report, I certify that to the best of my knowledge and belief that the report is true, complete, and accurate, and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of the award. I am aware that any false, fictitious, or fraudulent information may subject me to criminal, civil, or administrative penalties.												
a. Typed or Printed Name and Title of Authorizing Official						16. Prepared by:						
b. Signature of Authorized Certifying Official c. Date Submitted Versic					sion (7/1/2019)							