

ARKANSAS DEPARTMENT OF HUMAN SERVICES  
DIVISION OF AGING AND ADULT SERVICES

Policy: 217.00

Information and Assistance

Effective: July 1, 1996

**Policy Statement:**

Area Agencies on Aging shall provide for the establishment and maintenance of information and assistance services to older individuals in their planning and service areas as required by the Older Americans Act of 1965, as amended. These priority services shall be available in sufficient numbers and provided in an accessible manner to ensure that all older individuals in the planning and service area, including disabled and non-English speaking, socially and economically disadvantaged older persons, especially minorities, will have reasonably convenient access to such services. Emphasis shall be on linking available services to isolated older individuals and older individuals with Alzheimer's disease or related disorders with neurological and organic brain dysfunction (and the care takers of such individuals). All informational material will be made available in alternative format upon request.

**Purpose:**

To implement requirements of the Older Americans Act that all older persons, particularly the socially and economically disadvantaged, have reasonably convenient access to information about the programs, services and benefits for which they are eligible and assistance with referral to those services where necessary or requested.

**Scope:**

This procedure applies to all area agencies on aging (AAAs) and to their local service providers with whom they have contracted for Information and Assistance services under the Older Americans Act of 1965 as amended and/or other funding sources covered by area plans.

**General Authority:**

Older Americans Act of 1965, as amended.

45 CFR Part 1321.

Americans with Disabilities Act of 1990.

Arkansas Code Annotated Section 25-10-101 et seq.