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ARKANSAS DEPARTMENT OF HUMAN SERVICES
Division of Aging and Adult Services

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BY _____

Policy Type
AAA Functions

Subject of Policy
Material Aid

Policy Number
224.00

Policy Statement

Providers who receive funds for Material Aid services that they provide to frail, older individuals, particularly those who have low incomes, are in the greatest economic need and/or are in the minority, must comply with state and federal regulations pertaining to the funding and delivery of such service.

Purpose

The purpose of this policy is to provide support or to meet or prevent an imminent emergency by the distribution of goods, food products, commodities or payment of bills. (For example, the purchase of basic necessities for someone whose home has been destroyed by fire, or the distribution of commodities and or food products, or the distribution of items such as clothing, smoke detectors and eye-glasses, or payment to a utility company to prevent imminent shut off of electricity or gas services.)

Scope

This policy applies to all area agencies on aging and all subcontractors of home and community-based services that provide Material Aid to eligible individuals.

General Authority

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

Arkansas Department of Human Services/Division of Aging and Adult Services	
Section: AAA Functions	Subject of Procedure: Material Aid
Procedure #: 224.01	Corresponding Policy: 224.00
Originating Unit: Community Based Ser.	Effective Date: 01/01/96

Scope

These procedures apply to all area agencies on aging and all subcontractors of home and community-based services that provide Material Aid services to frail, older individuals.

Definitions

- I. Older Individual: A person 60 years of age or older.
- II. Material Aid: Provision of goods or payment of bills to meet or prevent imminent emergency. (For example, purchase of basic necessities for someone whose house has been destroyed by fire, or payment to a utility company to prevent imminent shut off of utility service. The distribution of such items as clothing, smoke detectors, eye-glasses and security devices, etc.)
- III. Unit: One (1) unit of service equals one (1) client per annual reporting period.

Procedural Requirements

- I. Responsibilities of the Division of Aging and Adult Services:
 - A. Monitoring of all state and federally funded activities which involve service delivery to older individuals.
 - B. Establish an assessment process to ensure compliance with program policy and procedures.
 - C. Provide technical assistance and quality assurance in program area.
 - D. Provide necessary reports requested by the Administration on Aging and/or state legislators.

- II. Responsibilities of Providers:

Each service provider offering Material Aid funded by state and/or federal funds must meet the following program requirements:

- A. Service Activities:
 1. A person qualified by training or experience must be designated to supervise the service.

2. There must be an organizational structure with clear lines of supervision, approved position descriptions, established job qualifications and the clear assignment of all functional tasks.
3. Satisfactory procedures must be established to recruit, train, schedule and evaluate staff (paid and volunteer).
4. Satisfactory procedures must be established to develop sources of volunteer staff to augment paid staff.
5. Community resources must be developed to obtain donations of goods, food products and commodities.
6. The client shall be allowed the opportunity to contribute to the cost of the service if financially able.
7. Satisfactory procedures must be established to utilize client contributions for the service.
8. Training and/or orientation is provided for all staff (paid and volunteer) in all aspects of service provision. Training and/or orientation for Material Aid should include but is not limited to:
 - a. Implementing special or emergency assistance plans.
 - b. Confidentiality of client information.
 - c. Reporting units of service.
9. Satisfactory procedures must be established to provide timely and accurate reports that might be required by DAAS on the Material Aid Program.
10. Satisfactory procedures must be established to protect confidentiality of records which include an older person's name and personal information, and to obtain and record the individual's informed consent prior to release of personal information.
11. Satisfactory procedures must be established to objectively resolve service complaints and evaluate the quality of the services.
12. Satisfactory procedures must be established to:
 - a. Maintain files which accurately reflect the individual receiving Material Aid, the Aid received, and the cost of the Aid received or, if donated goods, food products or services, a notation that it was "donated."

- b. Approve an individual to receive the service.
- c. Maintain a waiting list, if needed, for eligible individuals needing Material Aid.
- d. Make sure the expiration date is checked on food/commodities before being distributed. Out-of-date food/commodities are not to be purchased. If the food item/commodity is donated, check the expiration date before distribution; and, if it is past the expiration date, do not distribute but make provisions to dispose of it properly.

III. Funding Source:

State Aging Services.

IV. Eligibility Criteria:

- A. Must be 60 years of age or older; and
- B. Must be frail, i.e. the term "frail" means, with respect to an older individual in the State, that the older individual is determined to be functionally impaired because the individual is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision; or due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual; and/or
- C. Must be in the greatest economic need; i.e. means the need resulting from an income level at or below the poverty line; and/or
- D. Must be in greatest social need, i.e. means the need caused by noneconomic factors, which include physical and mental disabilities, language barriers, and cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, that restricts the ability of an individual to perform normal daily tasks, or threatens the capacity of the individual to live independently; and
- E. Must be without significant social support systems, i.e. persons who are willing and able to perform required services for them.
- F. Must have an income at or below 200% of SSI.

Special note: If an area agency on aging also has available other funding sources for material aid services (such as Project Deserve or FEMA, etc.) which have their own eligibility criteria for distribution of their funds toward material aid services, the area agency on aging should disburse those funds according to their eligibility criteria.

V. Cost Limitations:

Material Aid services shall not exceed \$400 State Aging Services monies per client/per home. (More than one Material Aid service can be provided per client/per home, but the total amount for these combined services cannot exceed \$400.)

VI. Access to Service:

An eligible client may enter the service system at any point through a referral from a case manager or community agency or an individual request for service.