

7500 Service Requirements-General

(a)

Each AAA shall assure that all service providers comply with both of the following:

(1) The responsibilities of service providers set forth in 45 CFR 1321.65. (2) The voluntary service contribution provisions set forth in 45 CFR 1321.67.

(1)

The responsibilities of service providers set forth in 45 CFR 1321.65.

(2)

The voluntary service contribution provisions set forth in 45 CFR 1321.67.

(b)

Service providers shall not disclose any information about an older individual, or obtained from an older individual in a form that identifies that person, without the written consent of the individual or his/her legal representative. Records with client names, addresses and phone numbers shall: (1) Be available only to authorized service staff assisting the individual. (2) Remain in a secure, locked file or secure area to protect confidentiality of the records. (3) Be removed from data or information used for reporting and planning purposes and from data or information made available to the public unless the consent of the older individual has been obtained.

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(2)

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(3)

Be removed from data or information used for reporting and planning purposes and from data or information made available to the public unless the consent of the older individual has been obtained.

(c)

Service providers shall: (1) Comply with the terms and conditions of the contracts with the AAA. (2) Not subcontract any interest or obligation from a contract with an AAA without the written agreement of the AAA. (3) Provide complete, accurate programmatic and fiscal reports to the AAA. (4) Establish a process, pursuant to Title 22, California Code of Regulations, Section 7400, for older individuals who wish to file a complaint or grievance about the provision of services from the service provider.

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(2)

Not subcontract any interest or obligation from a contract with an AAA without the written agreement of the AAA.

(3)

Provide complete, accurate programmatic and fiscal reports to the AAA.

(4)

Establish a process, pursuant to Title 22, California Code of Regulations, Section 7400, for older individuals who wish to file a complaint or grievance about the provision of services from the service provider.

(d)

If service providers combine funds received from AAAs with other monies, the service providers shall make accommodations to track the funds received from the AAAs for audit purposes.