

7533 Information and Assistance

(a)

The I&A providers shall provide information about human services and assistance in obtaining needed services, if requested, to all eligible inquirers, which shall include older individuals and persons acting on behalf of an older individual. It shall be the responsibility of the I&A provider to advise all eligible inquirers of the assistance that is available.

(b)

For the purposes of (a), the following definitions shall apply: (1) Information means current facts and data, including data on assistive technology, ranging from a provider's name, telephone number and address to detailed data about community service systems, agency policies and procedures for application. (2) Assistance means any or all of the following: (A) Assessing the needs of the inquirer. (B) Identifying appropriate and alternative resources to meet the inquirer's needs. (C) Specifying entities known to be suppliers of the products and/or services required to meet the identified needs. (D) Referring and actively participating in linking the inquirer to needed services.

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(B)

Identifying appropriate and alternative resources to meet the inquirer's needs.

(C)

Specifying entities known to be suppliers of the products and/or services required to meet the identified needs.

(D)

Referring and actively participating in linking the inquirer to needed services.

(c)

In addition to (a), I&A providers shall both: (1) Intervene on behalf of the older individual to assist in establishing eligibility for a needed service, provided the older individual has given permission for the I&A provider to do so. (2) Work closely with community Legal and Ombudsman programs established under federal law to assist older individuals in obtaining advocacy services.

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