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Title 22@ Social Security

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Division 1.8@ California Department of Aging

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Chapter 4@ Title III Programs-Program and Service Provider Requirements

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Article 2@ Information and Assistance

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Section 7537@ Follow-up

7537 Follow-up

(a)

The I&A providers shall follow-up on each referral as specified in Section

7533(b)(2)(D) and record and take action on the follow-up as specified in (d).

Follow-up shall consist of contacting either of the following, as appropriate, within 30 days of the referral to ascertain if the older individual's service needs were

met. (1) First, an attempt shall be made to contact the older individual or person acting on behalf of the older individual. (2) If contact with the person specified in (1) cannot be made, the entity(ies) to which the older individual was referred shall be contacted.

(1)

First, an attempt shall be made to contact the older individual or person acting on behalf of the older individual.

(2)

If contact with the person specified in (1) cannot be made, the entity(ies) to which the older individual was referred shall be contacted.

(b)

If the follow-up is conducted with the older individual or person acting on behalf of the older individual and reveals that the entity(ies) to which the individual was referred was: (1) Able to provide the needed service(s), the I&A provider shall ascertain the individual's satisfaction with the service(s). If the individual was

dissatisfied with the service, the I&A provider shall make another referral, if appropriate. (2) Unable to provide the needed service(s), the I&A provider shall reassess the older individual's needs and assure the individual that the I&A provider will continue to assist him/her until an entity is able to meet his/her assessed needs.

(1)

Able to provide the needed service(s), the I&A provider shall ascertain the individual's satisfaction with the service(s). If the individual was dissatisfied with the service, the I&A provider shall make another referral, if appropriate.

(2)

Unable to provide the needed service(s), the I&A provider shall reassess the older individual's needs and assure the individual that the I&A provider will continue to assist him/her until an entity is able to meet his/her assessed needs.

(c)

If the follow-up is conducted with the entity(ies) to which the older individual was referred and reveals that the entity(ies) was: (1) Able to provide the needed service(s), record the result of the follow-up in accordance with (d). (2) Unable to provide the needed service(s), the I&A provider shall: (A) Confirm the types of services the entity(ies) provides. (B) Ascertain the service(s) the older individual requested/needed. (C) Attempt to provide another referral, if appropriate, to the older individual.

(1)

Able to provide the needed service(s), record the result of the follow-up in accordance with (d).

(2)

Unable to provide the needed service(s), the I&A provider shall: (A) Confirm the types

of services the entity(ies) provides. (B) Ascertain the service(s) the older individual requested/needed. (C) Attempt to provide another referral, if appropriate, to the older individual.

(A)

Confirm the types of services the entity(ies) provides.

(B)

Ascertain the service(s) the older individual requested/needed.

(C)

Attempt to provide another referral, if appropriate, to the older individual.

(d)

The I&A provider shall record and take action on the follow-up specified in (b) and (c) by maintaining either a manual or a computer file system to record the outcome of the referral. In addition, the I&A provider shall:(1) Update the information in the resource directory to reflect any changes in the service(s) being provided. (2) Delete the names of organizations which are no longer in operation.

(1)

Update the information in the resource directory to reflect any changes in the service(s) being provided.

(2)

Delete the names of organizations which are no longer in operation.