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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 7535@ Access

7535 Access

(a)

When I&A services are provided in a facility, the following criteria shall apply. The facility shall: (1) Be open during the hours provided for in the contract negotiated between the AAA and the independent I&A provider. If the AAA provides the services directly, the AAA shall establish its own hours of operation. (2) Provide the older individual with the requested I&A service(s) no later than one working day after the individual's visit to the I&A facility. (3) Provide privacy when interviewing individuals to ensure confidentiality of information. (4) Be accessible to older individuals with disabilities. (5) Be conveniently located to public transportation and have parking available in the vicinity. (6) Be equipped with a telephone system, office equipment, and furniture.

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(2)

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Provide privacy when interviewing individuals to ensure confidentiality of information.

(4)

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(5)

Be conveniently located to public transportation and have parking available in the vicinity.

(6)

Be equipped with a telephone system, office equipment, and furniture.

(b)

When I&A services are provided through a telephone answering system, the I&A telephone line shall be available to callers between 8 a.m. and 5 p.m., Monday through Friday. The I&A provider shall attempt to make contact with any caller who leaves a message no later than one working day from the date the message was left. The contact shall be made by telephone if a return telephone number is included in the message. If only a return address is provided, the contact shall be in the form of a written response.