

Arkansas' AoA Nursing Home Diversion Project

Checklist of Counseling Tasks to Be Performed

1. Marketing Plan

- Have you ideas on how you will market the program in your county?

2. Location, Equipment, Information Systems and Other Technologies

- Can your office adequately accommodate the number of staff who will be performing the Counseling function and the tasks that must be performed initially and over the period of the grant?
- Do you keep your Medicaid services operations separate from the AR Nursing Home Diversion program operations?
- Are all of the equipment that will be needed for the program purchased and in place (e.g., phones, faxes, computers, printers, copying machines)?
- Are there places where consumers can discuss their issues private and/or attend educational sessions in a quiet place?
- Are all information systems (e.g., hardware, software) purchased and in place (e.g., number and capability level of computers, software).
- Are all other required technologies and accommodations arranged for and in place (e.g., toll free number, TDD line, answering machine, paging system, large print and foreign language capabilities)?

3. Staffing

- Is the level of staffing needed for the program in place?
- Do you have a system in place and a written policy and procedure for hiring counselors who meet the minimum qualifications (degree in humanities, social sciences or a related field plus two years experience in social service or community work pertaining to adults with disabilities and chronic conditions or a related field? Other job related education and/or experience may be substituted for all or part of the basic requirements with approval from DAAS. *A minimum ration of 75 participants to one counselor must be maintained.*
- Do you have written job descriptions for Counseling staff, are they written and do they appropriately reflect the tasks that will be performed?
- Have you developed an ongoing training curriculum for your staff that reflects the philosophy of participant-direction and is there a plan for conducting counselor training at least every 90 days?

- Do you foresee any challenges in recruiting staff in the future and how do you plan to address these challenges?
- Do you have a plan in place for recruiting additional staff as needed?
- Have you developed a system and have a written policy and procedure in place for evaluating staff that performs Counseling functions?

4. Administration

- Have you developed a complete policies and procedures manual that address the following:
 - Addresses all of the Counseling tasks
 - Contains all relevant forms (blank or completed as examples)
 - Contains the Counselor's Quality Management Plan (QMP)
 - Is organized in a logical and user friendly manner
 - Has been reviewed and approved by DAAS
- Have you developed a Quality Management Plan that includes:
 - A disaster recover plan for computer files. Should address:
 - The rapid return to limited operation
 - The accuracy of software and data at return to operation
 - The ability to return to full capacity as soon as possible
 - A written policy and procedures plan to protect record confidentiality
 - A written policy and procedures plan for responding to requests for information
 - A written policy and procedure plan for the development and implementation of an Advisory Counsel.
 - A written policy and procedure for transmitting data to the Division in the latest format.
 - A system and written policy and procedure for communicating effectively with DAAS
 - A system and written policy and procedure and system in place for gathering information and providing reports upon request of DAAS
 - A system and written policy and procedure for maintaining all records and information required by DHS and DAAS and for immediate review by the DAAS

5. Counseling Services

A. Training, Evaluation and Monitoring the Progress of Participants

- Do you have a system and a written policy and procedure for orienting all consumers and their representatives about the program and participant-direction including their and the Counselor's and DAAS's roles and responsibilities, their risks.
- Do you have a system and a written policy and procedure for assessing the level of consumer/representative understanding of information relayed during orientation and training sessions?

- Do you have a system and a written policy and procedure for evaluating all of your materials and sessions (including initial phone contacts and enrollment presentations).
- Do you have a system and a written policy and procedure for monitoring the progress of all program consumers that is effective and reflects the philosophy of participant-direction?

B. Consumer Manual and Participant Enrollment and Worker Application Packages

- Have you prepared a manual that orients consumers to the program? The manual should be user-friendly, reflect the philosophy of participant-direction and be available in alternative formats.
- Have you developed participant enrollment and worker application packages that include the elements required by DAAS, reflect the philosophy of participant-direction, are user-friendly and available in alternative formats?
- Have you developed a process that you will use to close out files and a consumer leaves the program for whatever reason?
- Do you have sufficient secure space to store files for consumers who have left the program and prior year participant files?
- Have you identified the process you will use to conduct criminal background checks?
- How will you distribute, maintain and discard criminal background information?
- Do you have a system and a written policies and procedure on collecting, verifying and maintaining workers' timesheets to make sure that hours reported do not exceed approved hours as stated in a consumers Cash Expenditure Plan (CEP)?
- Do you have a system and a written policy and procedure that address the following issues?
 - Can consumer requests be made by phone?
 - How will you confirm that the person on the phone is the consumer or a person eligible to make the request (e.g., representative) and that the funds are available to be distributed?

6. Consumer Monitoring

- Do you have a system and a written policy and procedure that address the following issues?
 - How is a consumer call processed? Level of courtesy and responsiveness.
 - How frequently is the voice messaging option being used during business hours?
 - How quickly are program related and consumer calls returned that are received during and after business hours?
 - How quickly and effectively are participant issues resolved?
 - How quickly can interpreter services be available?
 - How quickly can alternative formats be provided?
 - How is participant and representative satisfaction being measured and monitored?
 - The monitoring and tracking of communications with and complaints received from consumers, workers, others and any action taken
 - Have you developed a system and a written policy and procedure for tracking consumer's assessment dates?
 - Have you developed a system and a written policy and procedure for reporting abuse or neglect of an adult to Adult Protective Services?

- Do you have a system and a written policy and procedure for assisting consumers with developing back-up plans and documenting them in consumer's files?
- Do you have a system and a written policy and procedure for establishing methods to identify and evaluate the health, safety, satisfaction and utilization of services for each consumer?