

SCOPE OF SERVICES: INTERGOVERNMENTAL AGREEMENT
BETWEEN THE CITY OF OREGON CITY AND THE CITY OF WEST LINN
FOR SERVICES AT PIONEER COMMUNITY CENTER

The Pioneer Center, as a named Subrecipient agreement holder of Clackamas County, will provide Nutrition, specifically Home Delivered Meals, and Transportation services in the West Linn area. As outlined in the subrecipient agreement 24-012, services include the following:

a. Case Management: Is an in-depth interview with a client to provide access to an array of service options to assure appropriate levels of service and to maximize coordination in the service delivery system. Case management must include four general components: access, assessment, service implementation, and monitoring:

i. Access & Assessments:

- (1) Informing clients of available services and, where appropriate, developing a goal-oriented service plan.
- (2) Utilize an approved County-wide standardized assessment/intake form.
- (3) Assessment is re-done with a change in client life situation/condition - every six to twelve months.
- (4) May be billed upon submission of assessment/intake form.
- (5) Double billing for Case Management Assessments and Home Delivered Meal Assessments is not allowed.

ii. Service Implementation & Monitoring:

- (1) Provide early identification of current or potential problem areas.
- (2) Assess the need for changes/improvements in service.
- (3) Identify any gaps/unmet needs.
- (4) Review intervention results to determine if what was done achieved the desired result.
- (5) Determine if services should be discontinued.
- (6) Case monitoring services are available to frail but mobile elderly as well as homebound individuals.

b. Reassurance: Regular friendly telephone calls and/or visits to physically, geographically, or socially isolated registered clients that are receiving services to determine if they are safe and well, if they require assistance, and to provide reassurance. A unit is one contact. City of Oregon City – Pioneer Community Center

c. Information & Assistance: Consists of request for assistance locating resources to meet a specific need, or assistance prioritizing and locating resources to meet multiple needs.

Inquiries require:

- i. Informal assessment of the client's needs.

- ii. Evaluation of appropriate resources.
 - iii. Assistance linking the client to the resources.
 - iv. Completion of an intake form to document background information on the client, the client's needs and what actions or referrals were made.
 - v. Follow up with the client or agency to see if the needs were met.
 - vi. Documenting any unmet needs including recording the request, resources tried and the reason unable to help.
- d. Public Outreach/Education: Is a service or activity to provide information to groups of current or potential clients and/or aging network partners and other community partners regarding available services for the elderly.
- e. Transportation: Is the service that provides one-way rides for older persons and younger persons with disabilities. The goal is to ensure that transportation needs are met for those who are unable to meet their transportation needs independently. OAA-funded rides are scheduled for persons who are aged 60 and older for trips to medical appointments, clinics, personal business and to senior center activities. Ride Connection and COUNTY STIF funded rides are scheduled for individuals aged 60 and older and for persons with disabilities age 18 and over for medical appointments, personal business, shopping, nutrition, and recreation activities.
- i. Pioneer Community Center Transportation Consortium Goals:
- (1) Increase replacement reserve fund with separate accounting.
 - (2) Ensure all drivers meet Ride Connection training and eligibility requirements as defined in the Operations Manual for Transportation Coordinators.
 - (3) Continue regular publicity/marketing efforts regarding transportation program.
 - (4) Continue to explore ways to increase ridership, including contact with long term care facilities in the area.
 - (5) Attend all scheduled Transportation Consortium meetings.
- ii. Guidelines for Non-Medical Transportation for Waivered Medicaid Clients
- (1) This funding source is available for Medicaid clients who are receiving “waivered” services. Medicaid clients with a case manager who reside in all types of living situations except nursing facilities are waivered Medicaid clients. All rides must be authorized in writing on a NON MEDICAL RIDE REFERRAL FORM FOR WAIVERED MEDICAID CLIENT form by an Aging and Disability Services case manager before reimbursement may be requested for them. SUBRECIPIENT must keep the client ride authorizations on file – faxed forms are adequate. Case Managers will authorize rides yearly, at a minimum and will note the need for non-medical transportation in the client’s signed case plan. COUNTY will coordinate completion and distribution of forms for SUBRECIPIENT and case managers through the Transportation Reaching People (“TRP”) program.
 - (2) Services shall be billed by SUBRECIPIENT according to the following rate scale: One-person, one-way ride: \$17.00 per ride

(3) Clients receiving the rides will not be asked or expected to contribute to the cost of the ride. City of Oregon City – Pioneer Community Center

(4) Trips will be tracked daily by client and type of ride. This information will be sent monthly to COUNTY and be available for State and Federal representatives for audit purposes.

(5) Medical rides are not allowed under this funding.

iii. SUBRECIPIENT will be responsible for:

(1) recruitment of volunteer and/or paid drivers who will qualify for insurance coverage or who are willing to provide proof of coverage as drivers and maintaining an adequate number of qualified volunteer and/or paid drivers to provide services.

(2) orientation of drivers to the transportation program and informing them of other specialized training opportunities required to maintain safety of operations.

(3) submission of criminal record check requests on all potential drivers and receiving satisfactory reports back prior to scheduling them to transport any client.

(4) drug and alcohol testing on all potential paid drivers prior to hiring them is recommended for all drivers of Center-owned mini vans and buses, including volunteers.

f. Food Service: Is the production of meals for the congregate and home delivered meal recipients of SUBRECIPIENT. Each meal must contain at least one-third of the Recommended Dietary Allowance (“RDA”) as established by the Food and Nutrition Board, National Research Council - National Academy of Science. A unit is one meal prepared and served, delivered, or a home delivered meal (“HDM”) “late-cancel.”

g. Meal Site Management: Meal Site Management includes such tasks as: supervising final on-site preparation and serving/delivery of meals to eligible congregate and home-delivered participants; recruiting, training, scheduling and monitoring program volunteers; determining eligibility of participants; collecting and accounting for participant donations; completing and submitting required budget and program reports, providing events and activities for meal site participants; meeting with meal site Advisory Committee; and publicizing meal site in the local community to enhance visibility and encourage participation. One unit is one meal served.

h. OAA HDM Assessment: a means of determining a homebound older person’s eligibility for home-delivered meals per the Oregon Nutrition Service Program standards.

i. Evidence-based Health & Wellness Program – The provision of Evidence-based Health & Wellness Programs that either focus on strength, balance, and flexibility exercise to promote physical activity and/or prevent falls or focus on disease self-management/stress management. Any program under this service must be demonstrated to be evidence-based and effective with older populations.

j. Low Income Energy Assistance Program (“LIEAP”) Intakes: A service provided by SUBRECIPIENT staff to assist vulnerable, homebound, low-income County residents in completing applications for LIEAP funds. A unit of service is one, correctly completed, accepted application submitted to COUNTY.