

The following should clarify when you need to call the Agency on Aging office and when you should speak with your chosen Provider directly:

Please Call AAA (800-368-1066) to:

- request a determination of eligibility for a new service.
- Request an expanded authorization.
- Cancel services for multiple visits.
- Verify tasks authorized.
- Terminate services.

Please Call Your Provider Directly to:

- Cancel a single visit.
- Clarify a scheduling question.
- Rearrange a schedule visit.

CONCERNS:

If at any time you have a concern, please place a call to your caseworker with details regarding worker's name, date, time, etc., without delay.

01/16



Board of Commissioners:
Pat Fabian, Chairman
Jason Renshaw, Vice Chairman
George Skamai, Secretary

Executive Director:
Janet D. Talerico

The Armstrong Co. Area Agency on Aging is funded in part by the Pennsylvania Department of Aging and the County Board of Commissioners.

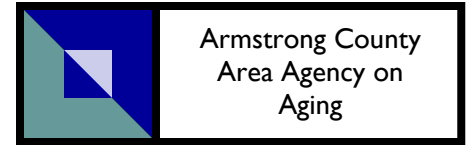


ELIGIBILITY: To be considered for these services, Armstrong County residents must be at least 60 years of age. Applicants are assessed by home visit to determine eligibility for the services. In order to be eligible, consumers must be unable to perform the tasks themselves and must be without any support who is available/willing to perform

County of Armstrong

Area Agency on Aging
326 S. Water Street, Suite I
Kittanning, PA 16201

(724)548-3290
(800)368-1066
aaa@co.armstrong.pa.us



**Information About
Armstrong County
Area Agency on Aging
Subcontracted In-
Home Services**

- **Housekeeping Assistance:** offers periodic assistance with light cleaning, laundry or errands.
- **Personal Care:** offers assistance with bathing, grooming, dressing, and offers staff to perform errands or serve as a contact for the isolated.

724-548-3290
Or
800-368-1066



REDERMINATION OF SERVICE ELIGIBILITY:

Eligibility for service is re-evaluated by Agency on Aging staff annually. AAA workers will re-evaluate medical conditions as they impact on functioning, changes in consumer supports who may be able to offer assistance, etc.

SERVICE LIMITATIONS:

Housekeeping Assistance—for efficiency and to maximize service provision, workers will only perform those specific duties authorized by your caseworker in an allotted amount of time. Assistance can be authorized for routine cleaning of immediate living areas inside the home. Workers cannot be permitted to scrub on hands and knees, to move furniture, or to climb on ladders. (Non-routine cleaning, etc. can be considered for authorization under the Chore program if needed to remedy a health hazard.) Workers will dust around valuables to avoid accidents.

The service is intended as “light” assistance as opposed to an “industrial” cleaning service.

The ACAAA Subcontracts to Provide Housekeeping Assistance, Personal Care, Respite and Companion.

The ACAAA maintains contracts with Service Providers, which service consumers directly. The ACAAA determines eligibility for service and forwards service authorizations for specific tasks and allotted times to the Provider. The Provider then arranges for service provision through their complement of staff, and in turn, bills our agency for services rendered.

*Consumers are asked by the Providers workers to sign a statement at the end of each visit to indicate for our agency that the authorized tasks were satisfactorily completed in the amount of time indicated.

Scheduling Service by Subcontractor:

The Provider’s administrative staff will initially call you with a start date and time. When making doctor appts., etc., try to make your appts., around this day. Without advance notification, due to the volume of consumers served, the Provider will be unable to reschedule your services.

Policies:

- Workers will not work in the absence of supervision available on premises.

- If workers complete all authorized tasks in less than the authorized service time, they are required to immediately move on to another consumer.
- Workers are not permitted to transport consumers.
- Some tasks (such as cleaning refrigerators) are only performed on an as-needed basis.
- When workers shop or use Laundromats, they are required to use the closest facility.
- Workers will not perform tasks which are not authorized by your caseworker. Call for changes in care plan.
- Workers are not permitted to accept gratuities or donations from consumer.

CURRENT AAA PROVIDERS:

Helpmates: (800)645-2062

Concordia: (877)352-6200

Medstaffers: (866)695-8233

County HomeMakers, Inc.: (724)543-1066

Interim Healthcare: (814)375-9615