

INFORMATION ABOUT
ARMSTRONG COUNTY
AREA AGENCY ON AGING
SUBCONTRACTED
IN-HOME SERVICES

***Housekeeping Assistance** - can offer periodic assistance with light cleaning, laundry or errands.

***Personal Care** - offers assistance with hygienic needs such as bathing, grooming, dressing.

***Respite** - offers supervision for an incapacitated person freeing the caretaker to handle other tasks.

***Companion** - offers staff to perform errands or serve as a contact for the isolated.

***Personal Assistance Service** - offers intensive hands on care and assistance with other activities of daily living.

The following should clarify when you need to call the Area Agency on Aging office and when you should speak with your chosen Provider (Helpmates or Concordia Visiting Nurses) directly:

Please call AAA - 1-800-368-1066 to:

-request a determination of eligibility for a new service.

-request an expanded authorization.

-cancel services for multiple visits.

-verify tasks authorized.

Please call your Service 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.



BOARD OF COMMISSIONERS:

Patricia L. Kirkpatrick

Richard L. Fink

James V. Scahill

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.

ARMSTRONG COUNTY AREA AGENCY ON AGING

326 S. WATER STREET

KITTANNING, PA 16201

(724) 548-3290

(800) 368-1066

e-mail:

aaa@co.armstrong.pa.us

REDETERMINATION OF SERVICE ELIGIBILITY:

Eligibility for service is re-evaluated by Agency on Aging staff no less than bi-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 ACAA SUBCONTRACTS TO PROVIDE HOUSEKEEPING ASSISTANCE, PERSONAL CARE, RESPIRE AND COMPANION.

The ACAA maintains contracts with Service Providers, which service consumers directly. The ACAA 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 appointments, etc., try to make your appointments around this day. Without advance notification, due to the volume of consumers served, the Provider will be unable to reschedule your services. (Providers direct-service workers are unable to designate schedule changes, etc.)

POLICIES:

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

*If workers complete all authorized tasks in less than the authorized service time, they are required to immediately move on to another consumer. If workers have overlooked an authorized task, consumers should feel free to ask workers to complete task if allotted time permits.

*Workers are not permitted to transport consumers.

*Some tasks (such as cleaning of refrigerators) are only performed on an as-needed basis rather than regularly on each visit.

*When workers shop or launder clothing at laundromats, they are required to handle these tasks at the closest store or laundromat.

*Workers will not perform tasks which your caseworker hasn’t authorized. If you need to request that your authorization be extended to include additional tasks, you’ll need to contact your caseworker.

CANCELLATIONS/SCHEDULING CHANGES: ATTENTION!

If you need to cancel a single home visit due to illness, doctor appointment, etc., you must contact the your Provider of service. They also need to be contacted directly to effect scheduling changes.

Cancellations for extended period:

If you need to cancel your service for more than a single visit, please make your cancellation through your caseworker at the Armstrong County Area Agency on Aging at (724)548-3290 or 800-368-1066.



<u>Current AAA Providers:</u>	
Helpmates:	(800)645-2062
	(724)543-3652
<u>Concordia Visiting:</u>	
(877)352-6200	
Nurses	(724)548-8860
<u>Interim Healthcare:</u>	
	(800)321-9615