

What is Information and Assistance

Service Definition (IDOA 603.17 A): A service for adults age 60 and over that:

1. Provides the individual with current information on opportunities and services available to the individuals within their communities.
2. Assesses the problems and capacities of individuals.
3. Links the individual to the opportunities and services that are available.
4. Establishes adequate follow-up procedures based on the individual's needs.
5. The service may be initiated by an older person, caregiver, or service provider.

Service Activities

- A. Provision of specific information about appropriate community resources which meet the immediate expressed need (IDOA 603.17 B).
- B. Provision of assistance to older persons (or their caregiver) to identify their needs and to place them in contact with appropriate community resources or service providers (IDOA 603.17 B).
- C. Assessment of the problems and capacities of the individual (IDOA 603.17 B). Explore, when appropriate, to see if there is a more serious underlying or unstated problem (including in those situations where an individual is requesting some specific information without identifying a need).
- D. Follow-up activities conducted with older persons and/or agency(ies) to determine whether services have been received and the identified need has been met following the formal referral (IDOA 603.17 B).
- E. Expansion of information and assistance services on a 24-hour (if needed) emergency basis during times of disaster (e.g., flooding, hot weather, tornadoes, severe weather, man-made emergencies, etc.) to assure older persons are safe and have access to services to meet their needs (IDOA 603.17 B).
- F. Provide client advocacy to secure needed services and benefits (IDOA 603.17 E11). This may include conducting three-way calling with or making calls/referrals on behalf of clients, when necessary.
- G. Provide help filling out applications, obtaining authorizations and follow-up with clients to ensure services are accessed.
- H. Use person-centered planning procedures when advising clients, caregivers, or their families.
- I. Make referrals that are in the best interest of the client and make efforts to avoid a conflict of interest.

(Obtained from AgeGuide and IDOA websites)

