



# Notice of Instruction

8929 Brittany Way  
Tampa, FL 33619  
(813) 740-3888

**Notice of Instruction Number: #032618 Notice of Policy Clarification: Material Aid Parameters and Reimbursement to Caregivers**

**TO:** All PSA 6 Providers

**FROM:** Martha Caron, Senior Contract Manager

**DATE:** March 26, 2018

**SUBJECT: Notice of Policy Clarification: NOI#032618 Material Aid Parameters and Reimbursement to Caregivers**

---

The purpose of this Notice is to establish parameters for the use of material aid and to add a requirement for supervisory approval for reimbursement to caregivers. This guidance will supplement language in the Department of Elder Affairs (DOEA) Programs and Services Handbook (Handbook).

Appendix A, Service Descriptions and Standards, page A-183 defines material aid as follows:

1. Goods or food such as direct distribution of commodities, surplus food, clothing, smoke detectors, eyeglasses, hearing aids, security devices, etc.;
2. Food item(s) necessary for the health, safety or welfare. This may include condiments or paper products necessary for food consumption and delivery charges. Alcohol, drugs and tobacco products are excluded;
3. Repair, purchase, delivery and installation of any household appliance to assist with household tasks necessary for the health, safety, or welfare of the person;
4. The purchase of materials necessary to perform chore or enhanced chore services (refer to chore and enhanced chore services); and

5. The purchase of construction materials necessary to perform housing improvements, alterations and repairs (refer to housing improvement service).

Appendix A, Service Descriptions and Standards, page A-184 provides the following Delivery Standards/Special Conditions and Provider Qualifications respectively for material aid:

DELIVERY STANDARDS/SPECIAL CONDITIONS: “The issuance of commodities shall be done in cooperation with Florida Department of Agriculture’s Temporary Emergency Food Assistance Program.”

PROVIDER QUALIFICATIONS: “The provider qualifications are commensurate with the products or services being provided.”

**This Notice amends language on page A-184, Appendix A as follows:**

- **Delivery Standards/Special Conditions: Material aid may be provided only when there is no available alternative, e.g. other program fund source or community resource, to accomplish the service or supply the goods. **Prior approval shall be obtained from the AAA for purchases of \$500.00 or more, unless the AAA has established a lower review threshold.** Repair, purchase, delivery and installation of household appliances shall not be provided as direct payment (reimbursement) to a caregiver. The purchase of food items shall not be provided as a direct payment (reimbursement) to a caregiver. The distribution of commodities shall be done in cooperation with the Department of Agriculture contracted recipient agencies of The Emergency Food Assistance Program (TEFAP) commodities.**
- **Provider Qualifications: Repair, purchase, delivery, or installation of any household appliance must be performed by a licensed professional, or a provider with qualifications commensurate with the products or services being provided. Quotes must be sought to ensure cost efficiency as well as quality.**

Appendix A, Service Descriptions and Standards, page A-13 indicates:

“S. Direct payment is a cash reimbursement made directly to the client, caregiver, and/or designee for services or supplies purchased and preauthorized by the case manager or program coordinator. Services authorized and purchased from friends, family or neighbors, and arranged by clients or caregivers may not be subject to the service standards contained in this Handbook. Original receipts shall be presented to the case manager or program coordinator within 30 days of purchase. Clients or caregivers shall be reimbursed within 60 days of the submission of the original receipts.”

**This Notice amends language on page A-13, Appendix A as follows:**

- **“S. Direct payment is a reimbursement made directly to the client, caregiver, and/or designee for services or supplies purchased. To be eligible for reimbursement, purchases must be based upon documented preauthorization by the case manager or program coordinator and approved by the case manager supervisor or designee. Preauthorized, approved services purchased from friends, family or neighbors, and arranged by clients or caregivers may not be subject to the service standards contained in the Handbook. Original receipts shall be presented to the case manager or program coordinator within 30 days of purchase. Reimbursements shall be made within 60 days of submission and approval of original receipts.”**

*These changes are effective immediately with the issuance of this notice of clarification, and will be amended into the Handbook.*

Thank you for your cooperation and assistance with implementing these changes.

Please contact your Contract Manager should you require additional information or clarification.