

Notice of Instruction

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West Central Florida
Area Agency on Aging, Inc.



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Notice of Instruction Number: #091407-ARC Waitlist Management -KP

TO: All Lead Agencies/PSA 6

FROM: Katie Parkinson, Senior Program Manager (Extension 225)

DATE: September 14, 2007

SUBJECT: Aging Resource Center (ARC) Waitlist Management and Referral Procedures

cc: Program Managers and ARC Intake and Screening Specialists

This Notice of Instruction is to provide your agency with the updated methods to ensure services to frail elders are initiated promptly and in accordance with NOI #011404-1-PC-PE, the DOEA Policy Clarification NOI #102403-1-I-PE and NOI #060407-1-I-SWCBS. The goal of the updated Waitlist Management and Referral Procedures is to ensure CARES Unit and Community Referral designated frail elders are initiated promptly to consumers with greatest need for services.

This procedure applies to all consumers assessed and requesting services which are not available and must be put on a waiting list. The ARC Intake and Screening Specialist and the Enrollment Manager will be responsible for ensuring services to frail elders contacting the ARC are assessed, prioritized and receive services in a timely manner beginning September 17, 2007.

The attached procedures: Client001, Client003, Client004, and Client006 outline the steps that have been established by WCFAAA for wait list prioritization. Case Management Agencies will be responsible for abiding by the time parameters outlined when in receipt of an ARC authorized referral released from the waiting list. Any subsequent revisions to the attached procedures will be forwarded to your agency for review and implementation. It will be necessary for each Lead Agency to update your waitlist procedures to incorporate the changes outlined by WCFAAA.

Thank you for your continued commitment to Florida's elders. Should you require additional information, please contact Katie Parkinson, WCFAAA Senior Program Manager.

Attachments:

WCFAAA Aging Resource Center (ARC) Waitlist Management and Referral Procedures

PUOP Client001

WCFAAA Aged/Disabled Adult and Assisted Living for the Elderly Medicaid Waiver Waitlist Maintenance Procedures **PUOP# Client003**

WCFAAA Adult Protective Service Referral Procedures **PUOP# Client004**

WCFAAA Local Protocols for Transitioning "Aging Out" Consumers **PUOP #Client006**

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