The Piedmont Triad Regional Council Area Agency on Aging (PTRC AAA) is making one-time grants available to organizations delivering vital support services to vulnerable people age 60 years of age or older.

**Eligible Services**

**Adult Day Care**

The provision of group care and supervision, in a place other than their usual place of abode on a less than 24-hour basis, to older adults who may be physically or mentally disabled. Services must be provided in a center certified to meet NC State Standards for Adult Day Care Programs. A unit of service equals one scheduled day of attendance.

**Adult Day Health**

A service that provides an organized program of services during the day in a community group setting for the purpose of supporting older adults and adults with disabilities' independence, and promoting their social, physical, and emotional well-being. Adult Day Health Care services must include health care services as outlined in the North Carolina Adult Day Care and Day Services Standards for Certification established by the North Carolina Social Services Commission. A unit of service equals one scheduled day of attendance.

**Consumer Directed Services (Home Care Independence)**

Consumer Directed Service is a term that implies both a method of service delivery as well as a basic direct service. It is an appropriate way for someone who has the capacity to control and direct the activities of someone else to meet their care needs, which allow them to remain independent in their home setting. The program enables a consumer to exercise choice about who will provide assistance and what specific types of assistance are needed with home management and personal care for a negotiated rate of pay. Program participants make independent decisions about their care and accept responsibility for their choices regarding the care, including the quality of their care. Consumer Directed Services is a non-unit service.

**Group Respite**

Group Respite is the provision of temporary relief for caregivers. A caregiver is an unpaid person who assists a care recipient. This service is provided through a carefully designed, affordable program that utilizes existing community resources and strengths. It is a safe setting where caregivers can take their care recipients who do not require personal (hands-on) care while in attendance at the Group Respite program. It offers participants (care recipients) opportunities for socialization and a variety of activities. The program is required to operate a minimum of three (3) continuous hours per day, but not more than six (6) continuous hours per day for no more than four (4) days per week. A unit of service equals one day of attendance.

**Health Screening**

General medical testing, screening, and referral for the purpose of promoting the early detection and prevention of health problems in older adults. Health Screening is a non-unit service.
In-home Aide

The provision of paraprofessional services which assist functionally-impaired older adults and/or their families with essential home management and/or personal care tasks as well as respite to enable the older adult to remain at home as long as possible. A unit of service equals one hour.

Legal Services

Programs that will ensure no cost legal services to low income, culturally and/or geographically isolated older persons in the program area who need assistance with housing, consumer rights, public benefits, elder abuse, planning, and other civil (non-criminal) matters. A unit of service equals one hour.

Mental Health Counseling

Mental Health Counseling includes case consultation, evaluation, and outpatient treatment to older adults who are experiencing mental health problems. Mental Health Counseling is a non-unit service.

Senior Center Operations

Operation of a multipurpose senior center includes the provision of a broad spectrum of services and activities for older adults. Senior Centers provide opportunities for older adults to socialize, learn, and exercise which help prevent loneliness and isolation and improve health. Senior Center Operations is a non-unit service.

Transportation

Provision of travel to and/or from community resources such as medical appointments, nutrition sites, and adult day programs or other designated areas for older adults needing access to services and activities necessary for daily living. A unit of service equals a one-way trip provided to an eligible client.

Eligible Clients

People 60 years of age or older who are assessed based on program standards. Income is not used in determining eligibility.

Reporting and Documentation Requirements

Grantees will receive training on documentation required.

- A Client Registration (DAAS 101) Form must be completed for each eligible client receiving Supportive Services through CARES Act funding.
- Consumer Contributions must be solicited and properly documented for Supportive Services funded through CARES Act funding.
- A Supportive Services Tracking Form indicating the dates and units provided for each eligible client.
- Non-unit Supportive Services must be tracked on a specially designed form.
- CARES Act funds must be accounted for separately in the service provider’s accounting records.

Cost Computation Requirements

- Accurately completed Cost Computation forms will be required of all grant awardees. Cost Computation forms calculate the unit cost per service provided as well as the cost of providing non-unit based services.

Grantees will receive training on proper completion of cost computation forms.
**Reimbursement**  
Services provided by CARES Act funds will be reimbursed on a monthly basis through the state’s Aging Resource Management System (ARMS). Reimbursement is dependent upon accurate reporting of service data.

**Monitoring**  
All services provided by CARES Act funds will be monitored by the PTRC Area Agency on Aging (PTRC AAA) according to a time line that will be established by the North Carolina Division of Aging and Adult Services. Monitoring will be conducted following the “PTRC AAA Policies and Procedures for Monitoring” (November 2016) which also addresses the required monitoring of any subcontractors used to furnish services.

**Confidentiality and Security**  
Client information in any format and whether recorded or not shall be kept confidential and not disclosed in a form that identifies the person without the informed consent of the person or legal representative. Community service providers, including subcontractors and vendors, must adhere to all applicable federal, state, and departmental requirements for protecting the security and confidentiality of client information but not limited to appropriately restricting access, establishing procedures to reduce the risk of accidental disclosures from data processing systems, and developing a process by which the North Carolina Division of Aging and Adult Services is notified of suspected or confirmed security incidents and data breaches.

**Record Retention and Disposition**  
All community service providers are responsible for maintaining custody of records and documentation to support the allowable expenditure of funds, service provision, and the reimbursement of services. Service providers must adhere to the approved record retention and disposition schedule posted semiannually on the website of the NC Department of Health and Human Services (DHHS) Controller at: [https://www.ncdhhs.gov/about/administrative-offices/office-controller/records-retention](https://www.ncdhhs.gov/about/administrative-offices/office-controller/records-retention)  
Service providers are not authorized to destroy records related to the provision of services under this Agreement except in compliance with the approved DHHS retention and disposition schedule, which allows for the proper destruction of records based on a schedule by funding source and fiscal year. Confidential records will be destroyed in such a manner that the records cannot be practically read or reconstructed.