



## Monroe County Commission on Aging

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### In-Home Services: Resource Advocacy Program

**Service Name: Resource Advocacy Program**

**Service Definition:** To provide a continuum of support and access to local services: to advocate for the individual needs of older adults.

**Unit of Service:** One hour of resource advocacy, including all activities performed to assist individuals in meeting their needs.

**Contract Type:** Allocation

#### Minimum Requirements:

1. Face-to-face or telephone contacts to assist older adults in seeking community based services.
2. Knowledge and understanding of services and benefits available to older individuals in the Monroe County area; knowledge and understanding of eligibility and applications formats for these services and benefits.
3. Assist older individuals with immediate, emergency, or ongoing needs for food, shelter, or other basic necessities. (Basic necessities defined as: broken furnace/water heater, need for housing, threat of eviction, need for furniture, utility shut-offs, etc.)
4. Continued follow-up with isolated older individuals to facilitate access to services.

5. Facilitate access to needed services; provide direct assistance in applying for and securing needed senior resources such as Medicaid, Medicare Part D, tax credits and housing.
6. Coordinate older individuals services through other sources of service access such as Care Management.
7. Provide community resource information as appropriate.
8. Programs must serve residents age 60 and older.
9. Programs must service the Monroe County area.