



## OAA Non-Nutrition Services Frequently Asked Questions

March 13, 2020

The following guidance is effective March 13, 2020 and shall remain in effective until the Emergency Order is removed. For additional details, please refer to the *OAA Services Provisions Guidelines during Pandemic*.

**1. Q: Do we have permission to provide two-week supply of incontinent supplies where appropriate for OAA consumers?**

**A:** Cash and Material aid are allowable under OAA Title III-B. This includes arranging for and providing assistance to participants in the form of commodities, surplus food distribution, emergency cash assistance and vouchers.

If this service is provided enter this in WellSky as emergency assistance.

If planning to use Title III-B funds for this service, AAAs must continue to allocate a minimum of five percent of Title III-B funds for priority services, that include Access Services, In-Home Services, and Legal Services.

**2. Q: Can you provide increased bandwidth for the T1 line to assure access and allow increased load from staff working remotely?**

**A:** AAAs may use administrative funds to cover costs incurred with increasing bandwidth for T1 lines to support staffing needs. In addition, in accordance with ODA Policy 315.00, *Senior Community Services*, AAAs may elect to use Senior Community Service funds to fund “Decision Support Systems,” including software, hardware, or other services used to enhance the aging network’s information gather, reporting, and analysis capabilities.

**3. Q: Should we cancel any currently scheduled Evidence-Based Disease Prevention and Health Promotion workshops?**

**A:** It is imperative to take every step possible to reduce risk and follow the guidance distributed daily related to social distancing (<http://www.coronavirus.ohio.gov>). It is important to follow your local and State health department recommendations on limiting meetings, gatherings, and workshops. It is likely that in an epidemic, the size of the group will be a factor as well as the susceptibility of the class participants. In the case of COVID-19, older adults and people with chronic illnesses seem to be at higher risk of complications than other groups.

*Fostering sound public policy, research, and initiatives that benefit older Ohioans.*

4. **Q: What is the ability of providers to maintain in-home services and transportation is affected?**

**A:** AAAs and service providers follow local and state health department and emergency management guidance. There may be a shortage of in-home workers due to their own illness, childcare issues, or a concern about serving multiple clients in one day. AAAs and service providers are encouraged to triage in-home clients and focus on those activities, which are essential to completing activities of daily living and focus on clients without informal support. Transportation to essential activities, including dialysis and medical treatments should be prioritized. "Group trips" should be minimized whenever possible.

5. **Q: If an Adult Day Services (ADS) facility closes, can ADS staff provide services to ADS consumer in-home?**

**A:** ODA has requested a suspension of provider pre-certification reviews for agency providers that want to add additional services. ODA will provide more information in the near future.

6. **Q: Should we be directing providers to provide the following services: chores services, home maintenance, transportation (non-medical), and other supportive services?**

**A:** ODA recommends that service providers continue to provide essential services, including meals, personal care, and adult day services. Other non-essential services, including chore, home maintenance, and transportation (non-medical) should be consider non-priority until the Emergency Order has been removed.