

VOUCHER PROCESS:

ADRC Specialist assesses consumer to determine eligibility

Consumer is given the Voucher instructions and a list of in-home service providers to hire (a person-centered and a consumer directed approach)

- 1) Assessment with in-home service provider: a care plan is created
- 2) The in-home service provider sends ADRC Specialist a copy of the Care Plan

Once the ADRC Specialist receives the Care Plan, the Voucher number is issued to the consumer and/or in-home service provider

The Voucher must be initiated within the first 30 days
OR
It EXPIRES in FULL

In-Home Service Providers: vouchers must be redeemed by visiting:

<http://sjbaaa.oaa-sys.com/sjbaaa/vouchers>

PLEASE log in *after* the 30th or 31st of each month AND *before* the 12th of each month to redeem Vouchers for the prior month (e.g. August services would be redeemed between Sept. 1 thru 12). Enter your User Name & Password. **Invoices are due on or before the 12th.**

Enter the Voucher Number and follow the steps to redeem:

- 1) Attach backup for each individual consumer per Voucher (do not combine consumers' invoices).
- 2) Ensure that the name of the consumer is on the invoice.
- 3) Ensure that the *family caregiver's* name is on the invoice for a Respite Voucher.
- 4) Enter any local cash or program income that is part of your services.



VOUCHER PROGRAM IN-HOME SERVICE AGREEMENT INSTRUCTIONS

Region 9 San Juan Basin Area Agency on Aging

Archuleta County

Kay Kaylor
ADRC Specialist
P.O. Box 5456
Pagosa Springs, CO 81147
970-264-0502
ADRC@sjbaaa.org

La Plata County

Annie Satariano
ADRC Specialist
2424 Main Street
Durango, CO 81301
970-382-6444
Annie.Satariano@co.laplata.co.us

Montezuma County

Linda Germaine
ADRC Specialist
107 N. Chestnut
Cortez, CO 81321
970-564-2775
mgreen@co.montezuma.co.us

The San Juan Basin Area Agency on Aging has grant funds for in-home services from the Administration for Community Living (ACL) for up to **\$800 (\$400 each) until June 30**. The grant does not carry-over after June 30. **It expires in full.** If you have received an in-home service voucher grant from us within the past 24 months, you may be placed on a waiting list.

To ensure the continuation of grant funding, you may receive a letter from the Area Agency on Aging requesting a suggested donation based on the grant amount you received. Your donation may be kept confidential, and the grant voucher will not be denied based on your inability to donate.

Please observe the following program service guidelines:

Homemaker or Personal Care (Part B grant):

- ✓ A grant voucher may be obtained by working with the local ADRC office (see three locations above). The voucher expires if not begun within the first 30 days. After it expires, you must reapply.
- ✓ **Eligibility:** the consumer must be at least 60 years of age or older.
- ✓ The consumer must be determined *frail* by having two or more of the Activities of Daily Living (ADL) or Instrumental Activities of Daily Living (IADL).
- ✓ A Consumer Assessment Form (CAF) must be filled out every 6 months. Services will stop until an additional assessment is collected after 6 months from the initial intake assessment.
- ✓ A high priority is given to serve low and very low income individuals. You may be placed on a waiting list if you do not meet these priorities.
- ✓ All individuals will be given an opportunity to voluntarily donate.
- ✓ Please choose one in-home service provider from the list of eligible service providers.

Caregiver Support (Respite) for Homemaker or Personal Care (Part E grant):

- ✓ Vouchers may be obtained by working with the local ADRC office (see three locations above). The voucher expires if not used within 30 days. You must re-apply after that.
- ✓ A collection of demographic information is required on the caregiver and care recipient (CAF).
- ✓ A Caregiver Form must be filled out completely (the care recipient must identify you as their caregiver).
- ✓ **Eligibility:** the care recipient must be at least 60 years of age or older, or a grandchild, under the age of 18 who is being raised by an individual 60 years or older.
- ✓ The care recipient must be determined *frail* by having two or more of the Activities of Daily Living (ADL) or Instrumental Activities of Daily Living (IADL).
- ✓ A Consumer Assessment Form (CAF) must be filled out every 6 months. Services will stop until an additional assessment is collected after 6 months.
- ✓ A high priority is given to serve low and very low income individuals. You may be placed on a waiting list if you do not meet these priorities.
- ✓ All individuals will be given an opportunity to voluntarily donate.
- ✓ Please choose one in-home service provider from the list of eligible service providers.

CONSUMER CHOICE LIST OF POSSIBLE SERVICE PROVIDERS IN REGION 9 (SW Colorado)

The Area Agency on Aging (AAA) affirms that the in-home service providers below are selected by the applicant, also known as the grant recipient. The AAA nor the ADRC Specialist is the employer of the provider of services delivered through the Voucher process.

PROVIDERS OF SERVICES FOR HOME HEALTH AND PERSONAL CARE ASSISTANCE

COLORADO COMPASSIONATE CARING

13886 Road 33
Mancos, CO 81328
970-882-7008

COMFORT KEEPERS

65 Mercado Street – Ste. 117
Durango, CO 81301
970-422-7028 (phone)
970-515-3525 (mobile)

GIVEN' HOME CARE

2162 Road 20
Lewis, CO 81327-9750
970-882-GIVE (4483)
970-882-HOME (4663) – FAX

GUARDIAN ANGELS

555 S. Camino del Rio #C28
Durango, CO 81303
970-375-1177

LIFE CARE

1315 Main Street#220
Durango, CO 81031
970-375-1177

PASCO/SOUTHWEST

243 E. 2nd Avenue #1E
Durango, CO 81301
970-874-0136

PEOPLE CARE HEALTH SERVICES

Local questions/inquiries:
Phone: 970.874.0136
Website: www.PeopleCareHS.com

SHINING STAR CAREGIVERS

162 Needle Creek Trail
Durango, CO 81301
970-247-2292

VISITING ANGELS OF SW COLORADO

(In-home services for Archuleta, La Plata and Montezuma counties)
P.O. Box 927
Pagosa Springs, CO 81147
970-264-5991

You Have a Right . . .

To complain or express your concerns about Aging and Disability Resources for Colorado (ADRC) services provided by the San Juan Basin Area Agency on Aging (AAA).

The ADRC program is part of the Area Agency on Aging's core service programs and is funded by federal and state resources.

If you have a complaint or concern, your first step should be to contact your local ADRC Specialist of the San Juan Basin Area Agency on Aging. Please make an appointment to meet face to face.

The ADRC Specialist will look into your complaint and will provide you with a written response.

If you are not satisfied with the resolution of your complaint or concern, you may appeal to Christina Knoell, Director of the San Juan Basin Area Agency on Aging.

You may receive copies of the complete Complaint and Appeals Procedure. They are available at your local ADRC sites. This will explain in detail how to appeal.

If you have any questions, please contact the San Juan Basin Area Agency on Aging at 970-264-0501, ext. 1.

SAN JUAN BASIN AREA AGENCY ON AGING, INC.

Christina Knoell

Executive Director

P.O. Box 5456

Pagosa Springs, Co 8147

970-264-0501; ext. 1

ChristinaKnoell@sjbaaa.org

State Unit on Aging



COLORADO
Office of Community
Access & Independence
Division of Aging & Adult Services

Colorado Department of Human Services

1575 Sherman St., 10th Floor

Denver, CO 80203

Office: 303 866-2750

Fax: 303 866-2696