

INFORMATION

INFO 1	Does the program maintain an up-to date comprehensive resource file with information on eligibility and application for most common benefits and entitlements for seniors? [SNAP, Medicaid, SCRIE, Lifeline, etc.] Standard 1
INFO 2	Does the program maintain information on resources and services available in the community and do resource files contain at the very least, the following: Provider name, telephone number, eligibility requirements, geographic area(s) served, cost of service and/or donation policy? Resources can include mental health programs, social security offices, legal service providers, and others.
INFO 3	Do information givers receive on-going training and supervision? Standard 7
INFO 4	Does the program document the service appropriately? Standards 4 and 9
INFO 5	Does the program correctly report documented units to DFTA? Standard 4 and 11

CASE ASSISTANCE

CSAS 1	Does each Case Worker maintain a Case Assistance log which indicates the name of each client served, the date of service, the amount of time spent with or on behalf of the client, and the nature of the assistance provided? [CSAS 15.1]
CSAS 2	Do reported units for the month selected for review match on-site documentation of clients assisted and hours reported for selected month? [CSAS 21.2]
CSAS 3	Does each file contain an Intake form, stating the client's presenting problem or need for service? [CSAS 14.3]
CSAS 4	Was the presenting problem of each client an appropriate one for Case Assistance service? [CSAS 2.1]
CSAS 5	Is there a completed signed Release of Information form maintained in the files?
CSAS 6	Do case notes clearly indicate what service was provided?
CSAS 7	Do the case notes indicate that follow-up is conducted in accordance with DFTA's guidelines to ensure a satisfactory outcome for contacts with clients involved in referral for a service/resource, or assistance with the application for an entitlement/benefit or an appeal on behalf of the client? (e.g. if the client was referred for a service, is it clear that the referral was successful? If the client was assisted with an entitlement, is it clear that she/he got the entitlement?) [CSAS 16]
CSAS 8	Were the clients' needs addressed in a timely manner (e.g., referrals; applications for benefits or entitlements; supportive contacts made with necessary frequency)? [CSAS 2.2 and CSAS 5]
CSAS 9	Does Staff receive appropriate supervision? (Standard 13)
CSAS 10	Does program use Access NYC or Benefits Check-up to screen clients for benefits/entitlements?
CSAS 11	Does program have 1 full time social worker for every 100 center attendees?