Background: The Department of Elder Affairs (DOEA) uses the HelpWorks™ online information, referral and prescreening system to coordinate federally-mandated information and referral activities and to serve as the foundation for the state's aging and disability resource centers (ADRCs) and aging resource centers (ARCs). This Web-based tool gives Florida's elders and their families easier access to long-term care services, through the use of screening tools and a database with information on service providers and community resources. In addition, HelpWorks™ supports information and referral for adults with severe and persistent mental illness in the ADRC pilot areas. HelpWorks™ facilitates the "one-stop shop with multiple access points" approach envisioned for the ADRCs and ARCs.

I.   Policy: It is the policy of the Department of Elder Affairs (DOEA) that: all ARDCs and ARCs will be required to use the HelpWorks™ system for information, referral, and initial screening for elders and caregivers as appropriate; and licensed users of HelpWorks™ must comply with state and federal regulations and department guidelines regarding the safeguarding of client information.

II.   Authority:

   **A.   Sections 20.41, 430.101 and 430.2053, Florida Statutes (F.S.).

   **B.   Older Americans Act, 42 United States Code 3001 et seq. as amended by Public Law 106-501.

   **C.   Section 1110 of the Social Security Act.

III.   Supportive Data

   **A.   HelpWorks™ Security Plan

   **B.   Provider Program Update Form

IV.   Signature Block with Effective Date

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Ashley E. Stacell   **Date Signed**

Deputy Secretary, Department of Elder Affairs

V.   Definitions

1. <u>HelpWorks™</u> - The trademark name of the Web-based software system used by DOEA and Florida's ADRCs/ARCs with a locally-focused, coordinated approach to integrating information and referral with preliminary screening for state and federally funded long-term care services. The system includes two versions: Public Access for consumers and Professional Edition for licensed users.

2. <u>Guided Interview</u> - A user-friendly pre-screening tool in HelpWorks™ that matches ADRC/ARC customers with the services they may qualify for and the resources they are seeking and, in some instances, allows for the electronic submission of either notifications or applications to those agencies.

3. <u>Aging Resource Center (ARC)</u> – An administering entity, designated by the Department of Elder Affairs (DOEA), accessible through multiple entry points that provides information on economic and long-term care services for all elders and their families, regardless of ability to pay. The final eligibility functions are determined by the Comprehensive Assessment and Review for Long-Term Care Services (CARES)/DOEA and the Department of Children and Families (DCF) Economic-Self Sufficiency programs integrated through collocation of DOEA and DCF staff, either physically or virtually.

4. <u>Aging and Disability Resource Center (ADRC)</u> – An aging resource center that under the terms of a grant from the Administration on Aging and the Centers for Medicare and Medicaid Services, also provides a point of entry to information on long-term care services, either directly or through agreements with providers, for adults with severe and persistent mental illness.

5. <u>Access Point</u> – A community organization that has been designated by the ADRC/ARC (through a formal referral agreement) to serve as an entry point for elders and caregivers that seek information on economic and long-term care services.

6. <u>HIPAA</u> – Health Insurance Portability and Accountability Act of 1996. HIPAA is a broad federal law that addresses many healthcare issues, including privacy, security, insurance benefits, medical savings accounts, and fraud and abuse.

7. <u>LAN Administrator</u> – The LAN (Local Area Network) Administrator is the employee at the area agency on aging who is responsible for assuring compliance with the requirements of the LAN Administrator Guidelines adopted by the department.

VI. Protocol

N/A

VII. Procedure

A. All ADRCs/ARCs will be required to use HelpWorks™ and the standard screening instruments contained therein as their information and referral and prescreening system.

B. Only licensed users and administrators will be allowed access to HelpWorks™ Professional Edition.

C. Users may access client information on a "need to know" basis only. Unauthorized use of HelpWorks™ client data may result in revocation of user privileges.

D. User access will be in accordance with the HelpWorks™ Security Plan (appendix A).

E. Use of HelpWorks™ must be in accordance with FAC CH 60 DD60-2.

F. The department will designate a minimum of 2 (two) Central Administrators for HelpWorks™:

1. The coordinator of Information and Referral (I & R) will be the **Program Administrator** (programmatic contact) for HelpWorks™.

2. A designated employee in the Bureau of Decision Support will be the **Central Administrator** (technical contact) for HelpWorks™.

G. Each ADRC/ARC must identify a staff person or persons to serve as **Regional HelpWorks™ Administrator(s)** for the planning and service

area. The Regional HelpWorks™ Administrator(s) will be the department's point of contact for <u>programmatic</u> issues related to HelpWorks™. The Regional HelpWorks™ Administrator must be an approved HelpWorks™ licensed user. Regional HelpWorks™ Administrators will:

1. Ensure that licensed HelpWorks™ users in the planning and service area comply with established policies and procedures regarding the collection and transmission of client data, program and service information and service provider records;

2. Coordinate initial and ongoing user training for the planning and service area;

3. Advise the department of programmatic feedback from licensed HelpWorks™ users in the planning and service area;

4. Coordinate HelpWorks™ data exchange activities with the area agency on aging LAN Administrator;

5. Ensure that the ADRC/ARC staff (including access points) and the service providers in the planning and service area adhere to the department's inclusion/exclusion criteria for adding and maintaining resources in HelpWorks™ statewide database; and

6. Ensure that there is a signed acknowledgement form on file for each of the providers listed in the database.

H. The area agency on aging's **LAN Administrator** will serve as the HelpWorks™ Security Officer and the point of contact for <u>technical</u> (information technology) issues related to HelpWorks™. The LAN Administrator will:

1. Field technical questions from licensed HelpWorks™ users in the planning and service area;

2. Work with the department's Bureau of Decision Support to resolve technical issues;

3. Coordinate all data exchanges with the department, in the standard format specified by the department, and in accordance with the Acceptable Encryption Policy set forth in FAC CH60 DD60-2;

4. Coordinate local reporting functions for HelpWorks™;

5. Develop logic for local programs and services (if applicable); and

6. Assist the department in installing updates and new version releases for all licensed users in the planning and service area.

I. Client Data Collection

1. ADRCs/ARCs are required to collect client information in HelpWorks™.

2. At minimum, ADRCs/ARCs must collect the following demographic information for each client who goes through a guided interview in HelpWorks™:

   a. Name
   b. Social Security Number
   c. Birth Date
   d. Gender
   e. Citizenship
   f. Race/Ethnicity
   g. Marital Status
   h. Household Size
   i. State
   j. County

3. If the Social Security Number is unknown, the user may enter the client's initials and date of birth as a proxy.

4. The Hotlist function in HelpWorks™ is to be used to mark high priority cases such as APS referrals and clients who may be at imminent risk. ADRCs/ARCs may establish additional local criteria for the use of the Hotlist function.

5. Each ADRC/ARC shall ensure that the outcome is recorded on the referral follow-up screen for each referral made through the HelpWorks™ system.

J. Program and Service Information/Guided Interviews

1. The department will enter and maintain information and logic for **guided interviews on statewide programs and services** that are included in the HelpWorks™ system.

2. Priority will be given to the seven programs listed in Section 430.2053(11), Florida Statutes.

3. Using standard templates provided by the department, ADRCs/ARCs may create logic and decision trees for local programs and services.

4. The LAN Administrator will submit requests for local programs and services to be added to HelpWorks™ to the Central Administrator.

5. To be considered for inclusion, programs and services must be offered by providers that meet the department's published inclusion criteria (DOEA Notice of Instruction # 042605-2-I-OVCS).

6. The department's Director of Statewide Community-Based Services and Director of Volunteer and Community Services or their designees will make the final decision regarding the inclusion or exclusion of local program and service information in HelpWorks™.

K. Provider and Resource Information

1. Each ADRC/ARC will be given an opportunity to transfer provider and resource information from existing information and referral systems to HelpWorks™.

2. The department's Central Administrator will provide instructions to the AAA for submitting data during the initial load of service providers into HelpWorks™.

3. After resources are added and the ADRCs/ARCs have begun using HelpWorks™, Regional Administrators will be responsible for notifying the department's Program Administrator of the need for any additions, deletions or other changes in the resource information for the planning and service area.

4. ADRCs/ARCs must update the resources in the HelpWorks™ database in accordance with the department's Statewide Inclusion and Exclusion Criteria (DOEA Notice of Instruction # 042605-2-I-OVCS).

5. Changes and additions may be submitted on the department's Provider Program Update Form (Appendix B) or in another format approved by the department.

6. All services administered by the ADRC/ARC service providers that are listed in HelpWorks™, must be coded in accordance with the AIRS/Info Line taxonomy.

7. The LAN Administrator will submit all provider and resource data to the Central Administrator.

L. Security/User ID Maintenance:

1. The LAN Administrator will serve as the **HelpWorks™ Security Officer**. LAN Administrators will update the User Admin Table (PSA, user name, office phone, position, email and supervisor) and submit requests for new User IDs to the Department of Elder Affairs' Central Administrator. The department's Central Administrator will verify the information in the User Admin Table and add the user to HelpWorks™.

2. All licensed HelpWorks™ users will be responsible for taking the appropriate steps for selecting and securing their passwords.

3. All user level passwords must be changed every four months.

4. Passwords must not be inserted into e-mail messages or other forms of electronic communication, or shared with any other person(s).

5. All user-level passwords must conform to DOEA guidelines.

6. The LAN Administrator shall notify the Central Administrator in writing within one business day of changes or terminations of licensed user accounts that may be necessary. The Central Administrator will delete the user from the system based on documented notice from the LAN Administrator.

M. Reporting

1. ADRCs/ARCs and access points will be responsible for ensuring the accuracy of data in HelpWorks™.

2. The department and ADRCs/ARCs will use the department's Enterprise reporting environment for reporting HelpWorks™ data.

3. The LAN Administrators will use Oracle Discoverer to create and publish reports.

N. Technical Assistance/HelpDesk

1. Each ADRC/ARC must develop HelpWorks™ helpdesk procedures for the planning and service area.
2. Technical questions that cannot be answered at the ADRC/ARC should be forwarded by the LAN Administrator to the DOEA Central Administrator.
3. Programmatic questions that cannot be answered by the ADRC/ARC should be forwarded by the Regional Program Administrator to the DOEA Program Administrator.

For an outline of administrator roles, see appendix A. Questions regarding HelpWorks™ policies and procedures should be referred to the DOEA Program Administrator.