



Aging Resource Center Access Point Level Agreement

_____ located at _____, agrees to serve as an access point for ElderSource, the Aging Resource Center for Planning and Service Area 4.

Our name and street address information as listed below may be advertised as an ARC ACCESS Point on the Internet web page at <http://www.myeldersource.org> and other advertising as may be produced by the Aging Resource Center.

(Please indicate the services you are able to provide with a checkmark in the appropriate square. Complete one sheet for each site.)

Platinum	Gold Level Plus	<input type="checkbox"/>
	Have private access to Refer, the Aging Resource Center Resource Database	<input type="checkbox"/>
	Be able to complete intakes and screenings	<input type="checkbox"/>
	Provide information on the most appropriate and cost efficient service alternatives, including private pay and community organizations.	<input type="checkbox"/>
	Enter data in Refer	<input type="checkbox"/>
	Transfer clients as need to the Aging Resource Center	<input type="checkbox"/>
	Complete waitlist update assessments as per the Access Point Agreement	<input type="checkbox"/>
Gold	Silver Level Plus	<input type="checkbox"/>
	Provide the elder and/or caregiver with information and assistance regarding resources	<input type="checkbox"/>
	Report number of clients they are assisting to the Aging Resource Center	<input type="checkbox"/>
Silver	Bronze Level Plus	<input type="checkbox"/>
	Assist the elder and/or caregiver with accessing the internet and the Aging Resource Center website	<input type="checkbox"/>
	Access to a printer	<input type="checkbox"/>
	Access to a phone for the elder and/or caregiver to call the Aging Resource Center	<input type="checkbox"/>
Bronze	Basic Level Plus	<input type="checkbox"/>
	Use of a computer for elders and/or caregivers to access the internet and the Aging Resource Center website	<input type="checkbox"/>
Basic	Refer elders and caregivers to the Aging Resource Center at ElderSource	<input type="checkbox"/>
	Provide literature to the elder and/or caregiver	<input type="checkbox"/>
	Post the Access Point seal	<input type="checkbox"/>

Agency

Contact Name

Mailing Address

Email Address

Phone Number

Fax Number

Authorized Signature

Date

Authorized Signature of ARC Representative

Date

(Attach additional pages for listing multiple access point locations)

COMMUNITY PARTNER ASSURANCES

Civil Rights Compliance

The Access Point shall ensure that all civil rights requirements are met. All applicants and recipients are granted civil rights in accordance with Federal laws and policies that services will be provided without discrimination on the basis of race, color, national origin, age, sex, disability, political beliefs or religion.

Confidentiality of Client Information.

The Access Point will only use confidential customer case file information to assist the applicant, the recipient, or the Aging Resource Center (ARC) or their respective duly authorized representatives, with the completion of the application process for benefits or services, conducting an investigation into performance of this agreement or the administration of Aging Resource Center programs. The Access Point will only disclose confidential customer case file information to the applicant, the recipient, or Aging Resource Center, or their respective duly authorized representatives only for those purposes set forth in this section. If the Access Point has questions or concerns about safeguarding of confidential case file information or an intended use or disclosure of such information, they must contact the appropriate ARC Contact Person. No information obtained from a customer's records may be shared with individuals or organizations. All such requests should be referred to the ARC for review and action.

Health Insurance Portability and Accountability Act

Where applicable, Access Points agree to comply with the Health Insurance Portability and Accountability Act (42 U. S. C. 1320d.) as well as all regulations promulgated hereunder (45 CFR Parts 160, 162, and 164).

Training

The Access Point shall participate in training provided by the ARC in subject areas that the ARC determines to be necessary to the proper operation of its programs.

Display of Access Point Seal

The Access Point shall prominently display the Access Point Seal, as provided by the Aging Resource Center, at each location it operates. In addition, the Access Point Seal will be placed on all publications, correspondence, advertising, broadcasting or other publicly available materials.