



# Calhoun County Senior Services

## Minimum Service Standard

**SERVICE NAME: PERSONAL EMERGENCY RESPONSE SYSTEM**

**DEFINITION:** Personal Emergency Response System (PERS) provides the devices to provide communication, monitoring, and triage of patient contacts through the system. Hardware includes the “help” button (either pendant or wristband) and the communicator attached to the phone. Monitoring is done by contract with an emergency response provider who has contact with local emergency response systems.

**UNIT OF SERVICE:** One unit equals one month of monitoring a client.

**INCOME REQUIREMENT:** Yes. Recipients served during Calendar Years 2022 and 2023 must be at or below 250% of the poverty level as published in the most recent Federal Register. Those served in other years must be at or below 200% of the poverty level as published in the most recent Federal Register.

**DESIRED OUTCOME:** Seniors will be safe in their own homes and have access to emergency services that increase their feeling of security.

### **MINIMUM SERVICE STANDARD:**

**A. Recipient Eligibility Criteria** – In addition to the recipient eligibility criteria under the “ALL SERVICES” standard, the following shall apply:

1. Recipients must be oriented and in possession of faculties to absorb training in the equipment and be able to operate the button appropriately.
2. A redetermination of ability to use equipment must be completed with monthly equipment checks.

**B. Intake and Assessment** – The following information shall be gathered as part of a standardized intake document:

1. Name, address, and telephone
2. Date of birth
3. Income verification
4. Insurance information to confirm that the recipient is not enrolled in a program that provides a PERS service.
5. Emergency contact information

**C. Service Delivery Standards** – Equipment provided must be the least costly alternative that is appropriate for individual needs. The cost of additional services capabilities or add-ons are the recipient’s obligation.

1. Equipment used must be approved by the Federal Communication Commission and must meet UL\* safety standards specification for Home Health Signaling Equipment.
2. Response center must be staff 24 hours/day, 365 days/year with trained personnel.



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3. Response center will provide accommodations for persons with limited English proficiency.
4. Response center must maintain the monitoring capacity to respond to all incoming emergency signals.
5. Response must be able to accept multiple signals simultaneously.
6. Provider will furnish each recipient and/or their caregiver with written instructions and provide training as appropriate.
6. Provider will verify responder and contact names semi-annually to assure current and continued participation.
7. Provider will assure at least monthly testing of the PERS unit to assure continued functioning.
8. Provider will maintain individual client records that include the following:
  - a. Record of service delivery, including documentation of delivery and installation of equipment, recipient/caregiver orientation, and monthly testing.
  - b. List of emergency contacts.
  - c. Case log documenting recipient and emergency contacts.

**D. Quality Assurance** – Provider will conduct a quality survey at least annually. This quality assurance survey will be provided to Calhoun County Senior Services with the required mid-year and final year reports.