

MARYLAND COMMUNITY FOR LIFESM REQUIREMENTS (revised 3/9/2021)

In order for a person or other entity to receive grant funds from the Maryland Community for LifeSM Program and be licensed to use the Maryland Department of Aging's Community for LifeSM service marks and logo, the person or entity must abide by and fulfill, at a minimum, the following requirements.

1. Financially sustainable: The grantee's project shall achieve a financially sustainable service model that will not depend, for continuation, on the ongoing availability of grant funding from the State of Maryland.

The project's plan for sustainable funding shall include periodic membership fees and may include philanthropic contributions, fund raising activities, local government funding, or other revenue streams. The project shall permit payment of membership fees by an enrollee's family member(s) or other members of an enrollee's support network. The grantee may elect to incorporate a sliding fee scale or subsidize or make other arrangements for those unable to pay the full membership fee.

2. Standard package of services: The grantee's project shall deliver a standard package of non-medical supportive services within its service area to fee-paying members. The standard package of services shall include, but is not limited to, the core services specified below. The provision of services in addition to the core services is encouraged. Additional, non-core services may be included in the standard package of services provided in return for the periodic fee, if approved by the Maryland Department of Aging ("Department").

The core services provided for the periodic fee are:

- Service Navigation—this service shall designate one or more individuals as Service Navigators to (1) provide each member regular proactive contact and assistance with avoiding social isolation; (2) assist members to access and utilize the project's standard package of services, and (3) assist members to find and engage with services provided by entities other than the grantee that may be beneficial to the member, e.g., houses of worship, government programs, services offered by other non-profits, services offered by for profit providers, fraternal organizations;
- Maintenance and Home Safety:
 - *Handyman and Home Maintenance*—this service shall provide an initial assessment of home safety and maintenance needs and then provide a certain amount of or number of handyman or home maintenance services per month or per year (a minimum of four hours of home maintenance per month is required), as set forth in grantee's disclosure statement,
 - *Pre-vetted Contractors List* —this service shall provide members with a list of licensed home repair and other contractors in the area who have been vetted by the grantee for the benefit of its members,
 - *Pre-vetted Contractors Proposal Review Service*—this service shall review proposals that a member receives from pre-vetted contractors for large home projects; and

- **Transportation**—this service shall include a minimum quantity of 2 hours or more (enumerated in grantee’s proposal as trips, travel hours, or dollar value) of transportation from a member’s home or location of choice in the grantee’s service area to another location within the grantee’s service area (such as to medical appointments, pharmacies, or grocery stores).

If a member desires additional quantities of the services provided in grantees standard package of services, quantities beyond the minimum amounts specified in grantee’s disclosure statement, grantee may provide those additional services for an additional fee,. For example, if a project specifies that it will provide seven hours a month of light handyman services per member household as part of the services it provides for its monthly fee, it might also agree to provide light handyman services in excess of seven hours a month for an additional \$28 per hour.

3. Service Navigators:

A Service Navigator shall participate in all Department required and coordinated Service Navigator trainings and meetings.

4. Service Demographic and Service Area: The services of the grantee’s project shall be for people age 60 or over living in their homes in a service area approved by the Department. A Service Area must be geographically distinct, contiguous, and unambiguously describable. Department approval is required if grantee wants to change its service area or provide Community for LifeSM services outside of its service area.

Department reserves the right to revise service area boundaries in response to grantee’s or licensee’s requests or, in its sole judgment, in consideration of the best means to achieve the goals of the Community for LifeSM Program.

5. Disclosure Statement: The grantee shall provide the Department, each prospective member, and each member with a disclosure statement that specifies in detail: the services included in the grantee’s standard package of services, any extra services in addition to the standard package of services that will be provided to a member for a fee in addition to the periodic fee, the amount of the periodic fee, and the amount or range of fees for any extra services.

6. Vitality: The services of the grantee or licensee’s project shall emphasize continued vitality and engagement as a defense against morbidity and incapacity.

7. Trustworthy: The project shall provide its members with trustworthy partners in the face of endemic attempts at exploitation and fraud against them, which can cause seniors to retreat from seeking the assistance that they may need to be healthy and engaged in their community.

8. Cooperation among Community for LifeSM Projects: The grantee's project shall cooperate with other Community for LifeSM projects and with the Department. Grantees and licensees must share information with the Department as allowed by law and work cooperatively to solve problems and promote the Program.

9. Data Sharing and Reporting requirements: The grantee's project shall comply, within applicable legal privacy restrictions, with the Department's requirements for data and reporting to oversee use of State funds, monitor aspects of operations, and accumulate data to evaluate program outcomes. Data shall be submitted in the format(s) the Department requests. The current data reporting requirements include:

- For each quarter of the grant period:
 - Member additions, subtractions, period averages, and end of period total,
 - Numbers of members by each type of fee, i.e., full fee or subsidized fee, by amount,
 - Services provided cross-walked with numbers of members served,
 - Numbers of referrals to existing services, like Chronic Disease Management programs (and which ones),
 - Member count by age bracket and sex,
 - Member key health conditions: Mobility/balance, chronic diseases,
 - Number of member events by category, e.g., falls, , emergency room visits, hospital stays, departure from home to Assisted Living or Long Term Care, and
 - Member data indicating compliance or non-compliance with Chronic Disease Management programs and referrals made by the Service Navigator, and
- Semi-annually:
 - Results of a member satisfaction survey of all participants, including what new members said they wanted versus what they used, and
 - A project performance analysis comparing planned performance against actual performance in terms of penetration, type of member, services used, etc.

The Department may make reasonable data reporting requirement changes with notification to the grantee in writing.

10. Not Continuing Care at Home:

A grantee's project may not constitute Continuing Care at Home (CAAH) as defined by Maryland's Human Services Article, Title 10, Subtitle 4, Part VI.