



## Frequently asked questions about the In Home Aide program

- **What is in home Aide?**

In home aide provides a licensed certified nursing assistant to assist with personal care with in your home.

- **Are all senior citizens eligible for this program?**

No, you must meet certain requirements to receive aide service. We can not provide aide services to those who receive certain types of Medicaid and you must have a need for help with personal care.

- **What are the requirements to receive an aide?**

To get in home aide assistance you must be a Chatham County resident age 60 or older, have a need for ongoing assistance with personal care (bath, dressing, dental hygiene...) or temporary assistance due to recent injury or illness.

- **How do I get in home aide service?**

If you or someone you know feels that they meet the above requirements for service, all you need to do is call one of the Chatham County Council on Aging offices and provide information about who needs the service.

- **Do I have to complete any paperwork?**

No, once you have made a referral for service the home based services manager will contact the potential client to either schedule an appointment for a home visit to complete an assessment of needs or to advice you of a waitlist status and ask a few simple questions.

- **If there is a waitlist, how long would it take before I receive service?**

There is no exact way to determine how long you may be on a waitlist for service. The waitlist is not decided by what day you are put on the list, but it is determined by your need. As people come off of service we add those on the waitlist to service.

- **Do the aides come from your office?**

No, we have contracts with providers in the area who in turn send aides to your home. We do pay them for services that our clients receive as well as determine how many hours of service they will receive.

- **How much service can I get?**

This varies from case to case. After an assessment is completed and we have addressed concerns, needs and functional status of the client we then look at what level of service is needed and how much time is available in that area so that we can assist in the best possible manner.

- **How long can I get services?**

Ideally, the program is intended to be short term up to 6 months, however if at your 6 month review you still have a need the service can be continued.

- **How much does the service cost?**

The total hourly cost for our agency is \$18.41 per hour of service.

- **Do I have to pay for this service?**

No, we do not require payment for any service we provide. However, we do let you know our total cost and if you would like to make any size contribution towards your services you can do so. Any contribution made goes back in to the program to help further the services throughout the year. No one will ever be denied service for not making a contribution.

- **How are your services funded?**

We are funded through state, federal and local money. We also receive funding through grants and various fundraising events throughout the year.

**\*\*\*If you have any additional questions please contact:**

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