

TITLE III-B MIS SERVICE DEFINITIONS

Department of Aging and Disability Services

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Service Unit: The service unit that is associated with a particular service is provided in parentheses next to the service name. This is the unit that must be used to calculate the monthly units received by a consumer.

1. Assisted Transportation (One Way Trip) Assisted Transportation provides assistance, including escort, to persons who have physical or cognitive difficulties that interfere with using regular vehicular transportation. ACL has specified that Assisted Transportation must involve a personal escort for the consumer, not just a helpful driver.

2. Benefits Counseling (One Hour) This service helps elders in determining their eligibility for public assistance, assists in processing or completing forms and teaches about local, state, and federal tax benefits or credits.

3. Benefits Education (One Session) Benefits education are educational programs designed to increase participants' awareness of available government and non-government programs that assist them in meeting their needs and solving their problems. These programs provide detailed service information, including eligibility requirements and places where services are delivered. To report this service aggregately, it must be approved by the SUA. Approval for aggregate reporting is given on a case-by-case basis.

4. Case Management (One Hour) Case Management is a service provided to an older adult, at the direction of the older adult or family member, by an individual who is trained or experienced in case management skills to assess needs and arrange, coordinate, and monitor a package of services that meets the individual's needs. This service includes activities and coordination such as: 1) a comprehensive assessment of the individual, including physical, psychological and social needs, 2) develop, implement monitor and adjust a service plan in conjunction with the individual that uses formal services, including those from other plans, as well as informal services to meet the needs of the individual identified in the assessment, 3) coordinate and monitor service deliveries, 4) advocate on behalf of the individual for needed services or resources and, 5) conduct periodic reassessment, as required.

5. Chore (One Hour)

Chore provides assistance to persons experiencing difficulties with activities such as heavy housework, yard work, sidewalk maintenance and minor home repairs.

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6. Companion (One Hour)

Companion provides company to participants in a protective and supervisory capacity. It may include escort to medical appointments, transportation incidental to such appointments and minor meal preparation and light housekeeping. However, the primary emphasis is on the provision of supervision and companionship. The sub-service travel is applied when a companion transports a consumer to and from appointments or accompanies the consumer to medical visits.

7. Continuing Education (One Person Session)

Continuing education provides older adults with an opportunity to acquire and/or improve their knowledge and skills through a formal or informal mechanism of meetings, training sessions, seminars and workshops.

8. Day Care (One Hour)

Day Care provides personal care for dependent adults in a supervised, protective, congregate setting during some portion of a twenty-four-hour day. Services offered in conjunction with adult day care frequently include social and recreational activities, training, counseling, and meals for adult day care participants while at the facility. Day Care programs may also provide services such as rehabilitation, medications assistance and personal care assistance.

9. Dental Services (One Visit)

Clinics and/or community oral health programs which offer services that provide dental screening, information and referral, and/or treatment.

10. Direct Volunteer Services (One Contact)

This service records the total number of contacts between volunteers and elderly service participants in the community for a given period on a consolidated or group basis. It is used in those instances where the nature of the service provided by the volunteer is of such a diverse nature that it cannot be otherwise identified.

11. Employment Assistance (One Contact)

Employment assistance helps participants locate and qualify for gainful employment.

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12. Employment Counseling (One Hour)

This counseling assists older adults in their adjustment to retirement through pre-retirement programs or a more crisis-oriented service for retirees. This service may also include advice about employment and enhancement of employability.

13. Energy-Related Assistance (One Delivery)

Assistance in which fuel and/or utilities are furnished to participants who are unable to purchase them at the market price. Special arrangements are made with fuel and utility suppliers to reimburse them for the delivery of fuel or the provision of utilities at negotiated prices, which are at or below the market price. Elderly participants or their families are expected to share costs at levels determined by their economic circumstances.

14. Family Life Education (One Person Session)

These educational or training programs deal with family and individual adjustment. Programs provide participants with the skills required to cope with the psychological and societal problems that may be brought on by advanced age. To report this service aggregately, it must be approved by the SUA. Approval for aggregate reporting is given on a case-by-case basis.

15. Foot Care (One Visit)

Routine foot care provided by a licensed cosmetologist, nurse or podiatrist in a client's home, senior center or other appropriate setting which includes soaking feet and providing lotion and trimming, filing and cleaning toenails.

16. Friendly Visiting (One Hour)

Volunteers visit on a regularly scheduled basis the homes of participants who live alone and are socially and/or geographically isolated. Participants are provided protection and socialization. Visitors help elderly participants maintain contact with the outside world by providing services such as letter writing and reading. This service records the hours of friendly visiting that participants receive from volunteers.

17. Health Assessments (One Visit)

Health Assessments develop an individualized profile of participants' current health and the services that are required to maintain or improve their functioning. A medical doctor or a diagnostically trained nurse practitioner or physician's assistant may provide these assessments.

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18. Health Counseling (One Hour)

Health Counseling provides individuals with an awareness of preventative, remedial and/or rehabilitative self-health care, which focuses on the particular health needs of participating individuals.

19. Health Education (One Person Session)

Non-Evidence-Based Health Education

Health education provides individuals or groups of participants with an awareness of preventative, remedial and/or rehabilitative self-health care, which is based upon the health needs of the particular individual/group.

20. Home Health Aide (One Hour)

Home health aides provide personal assistance, stand-by assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting, and transferring in and out of bed.

21. Homemaker (One Hour)

Homemaker services help to maintain, strengthen and safeguard household functioning and independent living for participants who either need temporary assistance due to illness or longterm assistance due to chronic disabling conditions. Homemakers perform home management functions. These functions may include cooking, cleaning, laundry, and other light household chores. Although similar to companion, the primary emphasis in homemaker service is on the performance of home management functions while the primary emphasis in companion service is on the provision of supervision and companionship.

22. Home Repair and Renovation (One Hour)

This service helps participants make essential repairs to their homes either to restore them to their original condition or to make them safe by removing health hazards. It includes renovations designed to remove architectural barriers and provide structural improvements that will enable participants suffering from chronic disabling conditions to remain in their own homes.

23. Home Safety Assessment (One Assessment)

A home safety assessment is an in-home assessment that is conducted by a person which is designated as a current Certified Aging in Place Specialist (CAPS) by the National Association of Home Builders. This assessment promotes the ability of an individual to age in place by identifying risks and hazards in the home that when addressed minimize falls, supports home

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safety and eases home maintenance. Home alterations can be simple changes such as installing grab bars, fastening down rugs, replacing doorknobs with lever handles or more extensive modifications such as renovating bathrooms and kitchens to make them more accessible and safer. This assessment includes assistance from the specialist (CAPS) to seek and secure funding for the proposed modifications.

24. Information & Assistance (One Contact)

A service for older individuals that (A) provides them with current information on opportunities and services that are available to them in their communities, including information related to assistive technology; (B) assesses their problems and capacities; (C) links them to available opportunities and services; and (D) to the maximum extent practicable, ensures that they receive needed services and are aware of available opportunities by establishing adequate follow-up procedures.

25. Language Translation (One Contact)

Language translation helps to reduce barriers in communications so that the social functioning of participants who do not speak English can be assisted.

26. Legal Assistance (One Hour)

Legal assistance is legal advice and representation provided by an attorney to older adults with economic or social needs as defined in the Older American Act Sections 102 (a) (23) and (24) and includes to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the direct supervision of an attorney.

27. Maintenance-Personal Emergency Response (One Month) *(Personal Emergency Response)*

This service provides monthly maintenance payment for an in-home, twenty-four-hour electronic alarm system, which enables a high-risk individual to secure help in a medical, physical, emotional or environmental emergency.

28. Medical Transportation (1 One Way Trip)

This service provides participants with transportation to and from destinations that provide medical services. This transportation may include assistive technologies for persons with mobility limitations.

29. Medication Management (One Person Session)

A group of educational and/or screening services that optimize outcomes for individuals related to their medication use in order to prevent medication errors and adverse drug reactions.

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Services are based upon the responsibilities within the licensed pharmacist's, or other qualified health care provider's, scope of practice.

30. Mental Health Counseling (One Hour)

Mental health counseling provides psychiatric care and counseling to persons in danger of institutionalization or who may have suffered significant losses, dementia, depression, etc. Pharmaceutical therapy is available in addition to counseling when needed. A psychiatrist is available for home visits. If counseling is provided in a person's residence, record under the subservice "in-home."

31. Money Management (One Hour)

Money Management provides assistance to persons whose ability to manage their own financial affairs is restricted by either impairment or lack of previous experience. This service can be provided by professionals or volunteers working under the supervision of qualified professionals.

32. Outreach (One Contact)

Interventions initiated by an agency or organization for the purpose of identifying individuals with unmet assistance needs and encouraging their use of existing services and benefits. This service includes both the initial contact and any follow-up contacts required to link the participant to appropriate services. This service must be provided one-on-one with the consumer.

33. Personal Care Worker (One Hour)

A personal care worker is an individual employed by a home health agency who provides a combination of homemaking services such as cleaning, laundry and other household chores as well as hands-on care including assistance with eating, bathing, toileting and transferring. A personal care worker allows consumers greater flexibility in the receipt of services.

34. Personal Reassurance (One Contact)

This service provides telephone or personal contact at prearranged times for participants who live alone. It helps to ensure participants' health and safety and to assure them that help is available if, and when, it is needed. It also provides community contact over a sustained period of time. This service includes a mechanism to investigate if participants do not answer the telephone or do not otherwise respond at the prearranged times.

35. Physical Activity (One Person Session)

Physical activity programs focus on key areas important to the health and fitness of older adults such as stretching and flexibility, low-impact aerobics, strength training, and balance. These

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programs may also include components that include group-based problem-solving methods and strategies that integrate physical activity into everyday living.

36. Public Education (One Activity) (Aggregate)

This education includes activities undertaken to increase public awareness of the problems or concerns confronting older adults and recommended solutions to these problems. These activities may include public service announcements in the media, preparation of pamphlets, reports, presentations, seminars and newsletters. The target audience for these activities is the general population, and it is usually not possible to specify the number of participants with any degree of precision.

37. Recreation (One Hour)

This service promotes health and social well-being by providing activities for social interaction and development of the participant in a group setting.

38. Respite (One Hour)

Respite provides temporary care to participants requiring personal care assistance so that their primary caregivers (usually a family member) can have a break. This service can be provided in the home, in a long-term-care facility or a day care facility.

39. Senior Center Participation (One Half Day)

Senior center participation creates opportunities for socialization and provides other services, some of which are difficult to differentiate or describe. These services can be provided by the center director, other professional or volunteer staff, or, in some cases, other senior center participants. Senior center participation is intended to cover those services that are available to Senior Center members on an informal or unstructured basis. Services are not provided during specific time periods, or in specially arranged sessions, or by specifically designated personnel.

40. Shopping Services (One Hour)

Shopping services help participants to obtain food and other basic necessities in the interest of safety and convenience. This service may involve taking participants shopping if they are able to leave home or doing the shopping for those who are unable to get out. Deference should be given to a participant's preferred merchants and to convenience.

41. Social Support Services (One Hour)

Social support services help participants to adjust to problems in their personal lives or living environments. They include guidance and assistance in such areas as personal adjustment, marital problems, alcohol or drug dependency, family relations and adjustment counseling.

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These services include active intervention in participants' social environments in order to assist them in producing an appropriate adjustment. This support covers generic counseling and psycho-social adjustment counseling.

42. Transportation (1 One Way Trip)

This service provides a means of transportation for persons who require help going from one location to another using a vehicle. This service does not include any other activity.

43. Volunteer Training (One Person Session)

Volunteer training provides instruction that enhances the effectiveness of those who volunteer their service on behalf of a provider agency. Such training helps to ensure quality care and services. Training may include educational programs for participants seeking paid employment.

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