

## SERVICE DEFINITIONS

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### ASSISTED TRANSPORTATION

One Way Trip

Provision of assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.

### BENEFITS COUNSELING

One Hour

This service helps the elderly in determining their eligibility for income maintenance or public assistance, assists in processing or filling out forms such as insurance, and teaches about local, state and federal tax benefits or credits.

### BENEFITS EDUCATION

One Session

This category covers those educational programs designed to make the participants aware of government or non-government programs available to assist them in meeting their needs and solving their problems. These programs address the details of the services provided, eligibility requirements, and the places where services are delivered.

### CAREGIVER COUNSELING

One Hour

This service helps participants caring for an older person and/or children in an individual setting make decisions and solve problems relating to their care giving roles such as providing options and education.

### CAREGIVER SUPPORT GROUPS

One Session

This service assists participants in adjusting to problems in their lives as they care for an older individual or child. They include guidance and assistance in such areas as personal adjustment, family relations and guardianship. This service includes active group intervention in order to assist the participant in solving problems and making decisions.

### CAREGIVER TRAINING

One Session

This service enhances the skills of those who are caring for older individuals and/or grandparent/relatives caring for children. Training sessions may include medication management, child health and instructions regarding how to assist with activities of daily living such as bathing and dressing.

### CASE MANAGEMENT

One Hour

Assistance either in the form of access or care coordination in circumstances where the older person and/or their caregivers- are experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal providers. Activities of case management include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment, as required

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**APPLICATION TRAINING Mandatory Technical Assistance Training (TA) Session**

**FEBRUARY 10, 2012**

**9:30am - 11:30pm**

CHORE One Hour

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

CHILD RESPITE One Hour

Service designed to provide temporary care to a child 18 years of age or younger so that his or her at-home caregiver (grandparent or elderly relative) can have a short-term break. Respite can be provided in the home, camp or a day care facility.

COMPANION One Hour

Service intended to provide company to a participant in a protective and supervisory capacity. It may include such home management activities as cooking and light housekeeping.

CONTINUING EDUCATION One Session

Service designed to provide the elderly 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.

DAY CARE One Hour

Provision of 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. Service such as rehabilitation, medications assistance, and personal care assistance are also provided by some adult day care Programs.

DIRECT VOLUNTEER SERVICES One Contact

This code was established to record 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.

EMPLOYMENT ASSISTANCE One Contact

Service designed to help participants locate and qualify for gainful employment.

#### EMPLOYMENT COUNSELING

One Hour

This service assists the elderly 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.

#### ENERGY RELATED ASSISTANCE

One Contact

Service designed to furnish fuel and/or utilities 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 prices negotiated at or below the market price. The elderly participants or their families are expected to share costs at levels determined by their economic circumstances.

#### FAMILY LIFE EDUCATION

One Session

This category is provided to cover those education or training programs that deal with family and individual adjustment. It provides participants with the skills required to cope with the psychological and societal problems spawned by advancing years.

#### FOOD BUYING CLUB

One Contact

A service that provides reduced costs in purchasing food through a group buying process. Pre-orders are taken, bulk purchase is made, packaging is performed by volunteers and distribution is made to participants.

#### FOOD PANTRY

One Distribution to an Individual

A service that distributes contributed food to seniors at no cost to the participant. Participants may come to the pantry or the pantry may bring food to the participant.

#### FOOT CARE [CHSP]

One Visit

Routine foot care provided by a licensed cosmetologist in a client's home which includes soaking and lotioning of feet and trimming, filing and cleaning of toenails.

#### FOOT CARE [NURSE-CHSP]

One Visit

Routine foot care provided by a registered nurse in a client's home which includes soaking and lotioning of feet and trimming, filing and cleaning of toenails when there is a diagnosis of diabetes, vascular disease or when the client is on a blood thinner. A written physician's order is obtained and renewed every six months.

#### FOSTER CARE

One Day

Service designed to provide a family atmosphere in a substitute family setting to safeguard the individual and avoid inappropriate institutional placement.

#### FRIENDLY VISITING

One Hour

A service in which volunteers visit on a regularly scheduled basis the homes of participants who live alone and are socially isolated and/or geographically isolated. It provides protection and socialization for the participant. The visitor helps the elderly participant maintain contact with the outside world by providing such service activities as letter writing and reading.

#### HOME HEALTH AIDE

One Hour

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

#### HOME REPAIR & RENOVATION

One Hour

Service designed to help participants make essential repairs to their homes either to restore them to their original condition or to make them safe by removing health hazards. 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.

#### HOMEMAKER

One Hour

A service designed to maintain, strengthen and safeguard household functioning and independent living for participants who need either temporary assistance due to illness or long-term assistance due to chronic disabling conditions. Homemakers perform home management functions. These functions may include cooking, cleaning, laundry, mending 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.

#### HOSPICE

One Hour

This category refers to family and home-oriented palliative care which focuses on emotional and psychological support for an understanding of the 60+ incurable disease victim. This care includes pharmaceutical services, bereavement -counseling, volunteer visits, training and visits by social workers, counselors and ancillary medical personnel.

#### HOUSING ALTERNATIVES

One Day

This category refers to new and creative efforts in the field of alternative living arrangements that cannot be classified as Foster Care, Day Care, or Home Share Match.

#### HOUSING COUNSELING

One Hour

This service is designed to assist the participant in obtaining housing. It also provides suggestions for the improvement of present living conditions.

## INFORMATION & ASSISTANCE

One Contact

A service for older individuals that (A) provides the individuals with current information on opportunities and services available to the individuals in their communities, including information related to assistive technology; (B) assesses the problems and capacities of the individuals; (C) links the individuals to the opportunities and services that are available; (D) to the maximum extent practicable, ensures that the individuals receive the services needed by the individuals, and are aware of the opportunities available to the individuals, by establishing adequate follow-up procedures. Service may be reported for individual participants where possible or by using group identifiers where individual reporting is not practicable.

## LANGUAGE TRANSLATION

One Contact

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

## LEGAL ASSISTANCE

One Hour

Provision of legal advice, counseling, and representation- by an attorney or other person acting under the supervision of an attorney. This code is to be used to indicate generic legal assistance. Specialized codes indicating the nature of the legal problem necessitating service are found in the 900 block of codes.

## MEDICAL TRANSPORTATION

1 One Way Trip

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

## MEDICAL VISIT

One Visit

Medical visits provide physician or nurse practitioner care either in the home or in a clinic setting.

## MENTAL HEALTH COUNSELING

One Hour

This service is designed to provide 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.

## MONEY MANAGEMENT

One Hour

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

NURSING VISITS

1/4 Hour

Service designed to provide part-time preventative, restorative and rehabilitative nursing care, including health education and counseling to participants who can be cared for at home.

NUTRITION ASSESSMENT

One Contact

Service designed to develop an individualized profile of participants' current nutritional Status and the measures required to overcome any deficiencies uncovered. A dietitian registered with the American Dietetics Association or other health care professional with comparable training must provide Service.

NUTRITION COUNSELING

One Hour

Provision of individualized advice and guidance to individuals, who are at nutritional risk, because of their health or nutritional history, dietary intake, medications use or chronic illness, about options and methods for improving their nutritional status, performed by a health professional in accordance with state law and policy.

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.

PERSONAL ASSISTANCE CREDITS

One Hour

Volunteers provide personal assistance service such as transportation, grocery shopping, respite care and friendly visiting to older persons requiring this assistance to remain in the community. In return these .volunteers are given credits, which may be used for similar services should they be required by the volunteers at some time in the future.

PERSONAL CARE AIDE [CHSP]

One Visit

Assists the client with bathing, shampooing and drying hair, dressing and dental hygiene. A free initial assessment is included to determine the client's needs and appropriateness for services.

PERSONAL EMERGENCY RESPONSE

One Month

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.

PERSONAL REASSURANCE

One Contact

Service provides telephone or personal contact at a prearranged time for participants who live alone. It ensures their health and safety, assures them that help is available when needed, and provides community contact over a sustained period. This service includes a mechanism to investigate if the participant does not answer the telephone or does not otherwise respond at the prearranged time.

## PUBLIC EDUCATION

One Activity

This category is included to cover activities undertaken to increase public awareness of problems or concerns facing the older populations and 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 of these activities is the general population, and it is usually not possible to specify the number of participants with any degree of precision.

## RECREATION

One Hour

Service designed to promote health and social well-being by providing activities for social interaction and development of the participant in a group setting.

## RESPITE

One Hour

Service designed to provide temporary care to a participant requiring personal care assistance so that his or her at-home care giver (usually a family member) can have a break. Respite can be provided in the home, long-term care facility or a day care facility.

## SENIOR CENTER USE

One Half Day

A service designed to create socialization opportunities and others that are difficult to differentiate or describe. These services are delivered on an as-needed basis by the center director, other professional or volunteer staff, or, in some instance, other participants. This category has been introduced to cover those services available to Senior Citizens Center members on an informal or unstructured basis. These services are not provided during specific times, in specially arranged sessions, or by -specifically designated personnel.

## SHOPPING SERVICES

One Hour

Service helps participants to obtain food and other necessities in the interest of safety and convenience. This service could involve taking the participant shopping if he/she is able to leave home, or doing the shopping for participants who are not able to get out. Deference should be given to the participant's preferred merchants and to convenience.

## SOCIAL SUPPORT SERVICES

One Hour

Services which assist participant in adjusting to problems in their personal lives or living environment. They include guidance and assistance in such areas as personal adjustment; marital problems; alcohol or drug dependency, family relations and adjustment counseling. This service includes active intervention in the participant's social environment in order to assist the participant in producing an appropriate adjustment. This category covers generic or psycho social adjustment counseling:

SPECIALIZED LEGAL ASSISTANCE

One Hour

The following series of specialized legal assistance has been established to allow the reporting of legal assistance by the type of problem being addressed:

Health/Long-Term Care

MEDICAID (TITLE XIX)  
MEDICARE/MEDIGAP  
QMB/SLMB  
NURSING HOME ISSUES  
OTHER HEALTH/LONG-TERM CARE ISSUES

Personal Autonomy/Planning

HEALTH CARE DIRECTIVES  
WILLS  
PROBATE MATTERS  
POWERS OF ATTORNEY  
OTHER PERSONAL AUTONOMY/PLANNING ISSUES

Income/Nutrition/Benefits

SOCIAL SECURITY/SSI  
STATE SUPPLEMENT  
VETERANS/RAILROAD  
RETIREMENT/BENEFITS  
FOOD STAMPS  
GENERAL ASSISTANCE (lsga)  
UNEMPLOYMENT (Lsup)  
OTHER INCOME/BENEFITS RELATED ISSUES (Lsob)

Abuse/Neglect/Exploitation

PROTECTIVE/RESTRAINING ORDERS (Lsprt)  
ABUSE/NEGLECT BY OTHERS (Lsabu)  
FINANCIAL EXPLOITATION (Lsfe)  
OTHER PROTECTIVE SERVICE RELATED ISSUES (Lsopro)

Housing/Utilities

LANDLORD/TENANT (Lslt)  
PUBLIC HOUSING (Lsph)  
UTILITIES (Lsutil)  
ENERGY ASSISTANCE (Lsea)  
OTHER HOUSING/UTILITIES ISSUES (Lsoh)

Discrimination

DISCRIMINATION RELATED ISSUES (Lsdisc)

Family

GRANDPARENTS RIGHTS (Lsgramps)  
DIVORCE/ANNULMENT/SEPARATION (Lsplit)  
OTHER FAMILY RELATED ISSUES (Lsfam)

Consumer Issues

CONSUMER ISSUES (Lscom)



TEMPORARY INPATIENT CARE INSTITUTIONAL One Day

This service provides short-term inpatient respite care in an institutional setting. The service is usually provided in a nursing home and includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided.

TEMPORARY INPATIENT CARE NON-INSTITUTIONAL One Day

This service is similar to sell/ice code 365 with the exception that it provides respite care in non-institutional settings such as residential care homes, assisted living communities, etc. The service includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided.

TRAINING One Session

Training enhances the effectiveness of those who are volunteering their service on behalf of a provider agency and ensures quality care and services. Training includes educational programs for participants seeking paid employment.

TRANSPORTATION 1 One Way Trip

Provision of a means of transportation for a person who requires help in going from one location to another, using a vehicle. Does not include any other activity.

VOLUNTEER OPPORTUNITIES One Hour

This category is included to allow the system to-record work done by volunteers in projects covered by the system as well as to record, the efforts of those specifically developed to offer participants the chance to experience meaningful social involvement through voluntary community service. This category can be used to record the number of hours of volunteer work contributed by Area Agency and Nutrition Project Board members.

WEATHERIZATION One Hour

Service aids low-income participants by reducing the cost of heating or cooling their homes and/or by assuring them of adequate heat during the winter months. It utilizes various energy-saving techniques such as insulating and installing storm windows.

<b>Service Definitions for Health Promotion NAPIS</b>
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**Chronic Disease Management** (One Person Session)

*Evidence-Based Chronic Disease Mgmt*

A program designed to help people with chronic diseases to gain self-confidence in their ability to control their symptoms, take on health challenges and maintain control of their lives.

<u>Care Program</u>	<u>Fund Identifier</u>	<u>Registration</u>
Health Promotion NAPIS	Title III-B	Individual
Health Promotion NAPIS	Title III-D	Individual

**Dental Services** (One Visit)

*Evidence-Based Dental Svcs*

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

<u>Care Program</u>	<u>Fund Identifier</u>	<u>Registration</u>
Health Promotion NAPIS	Title III-B	Individual
Health Promotion NAPIS	Title III-D	Individual

**Fall Prevention** (One Person Session)

*Evidence-Based Fall Prevention*

A service designed to assess fall risk factors such as balance and gait impairments, postural hypotension, medication use, vision impairment and environmental hazards including unsafe footwear or assistive devices. Consumers are counseled on appropriate steps to take to reduce their risk for falls and are provided educational materials. Fall prevention may also include programs that incorporate strategies to reduce the fear of falling, increase physical activity levels, increase strength and balance, and address environmental changes to reduce falls.

<u>Care Program</u>	<u>Fund Identifier</u>	<u>Registration</u>
Health Promotion NAPIS	Title III-B	Individual
Health Promotion NAPIS	Title III-D	Individual

**Health Education** (One Person Session)

*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.

<u>Care Program</u>	<u>Fund Identifier</u>	<u>Registration</u>
Health Promotion NAPIS	Title III-B	Individual
Health Promotion NAPIS	Title III-D	Individual

<b>Service Definitions for Health Promotion NAPIS</b>
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**Health Screen/Clinic (One Visit)**

*Evidence-Based Health Screening*

Health Screening helps to promote and maintain community health by providing testing services for the assessment of a participant's health status and the determination of need for further health care.

<u>Care Program</u>	<u>Fund Identifier</u>	<u>Registration</u>
Health Promotion NAPIS	Title III-B	Individual
Health Promotion NAPIS	Title III-D	Individual

**Mental Health Screening and Referral (One Person Session)**

*Evidence-Based Mental Health Screening*

Depression or alcohol self-management programs facilitated by case managers, social workers, or social service providers that may include: screening and assessment, education for clients and family caregivers, referral and linkages to appropriate health professionals, and behavioral activations. Services may also include problem-solving treatment, social and physical activation, and follow-up phone calls.

<u>Care Program</u>	<u>Fund Identifier</u>	<u>Registration</u>
Health Promotion NAPIS	Title III-B	Individual
Health Promotion NAPIS	Title III-D	Individual

**Medication Management (One Person Session)**

*Evidence-Based Medication Mgmt*

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

<u>Care Program</u>	<u>Fund Identifier</u>	<u>Registration</u>
Health Promotion NAPIS	Title III-B	Individual
Health Promotion NAPIS	Title III-D	Individual

**Physical Activity (One Person Session)**

*Evidence-Based Physical Activity*

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

<u>Care Program</u>	<u>Fund Identifier</u>	<u>Registration</u>
Health Promotion NAPIS	Title III-B	Individual
Health Promotion NAPIS	Title III-D	Individual

**Health Promotion NAPIS**

**Level of Care**

Federal Administration on Aging

**Service/Care Program**

Health Promotion NAPIS

**Service  
Sub Service  
(Fund Identifier)**

<p><b>Chronic Disease Management</b> <i>Evidence-Based Chronic Disease Mgmt</i> (111-B, 111-D)</p>	<p><b>Health Education</b> <i>Evidence-Based Health Education</i> (111-B, 111-D)</p>	<p><b>Medication Management</b> <i>Evidence-Based Medication Mgmt</i> (111-B, 111-D)</p>
<p><b>Dental Services</b> <i>Evidence-Based Dental Svcs</i> (111-B, 111-D)</p>	<p><b>Health Screen/Clinic</b> <i>Evidence-Based Health Screen</i> (111-B, 111-D)</p>	<p><b>Physical Activity</b> <i>Evidence-Based Physical Activity</i> (111-B, 111-D)</p>
<p><b>Fall Prevention</b> <i>Evidence-Based Fall Prevention</i> (111-B, 1111-D)</p>	<p><b>Mental Health Screening and Referral</b> <i>Evidence-Based Mental Health Screening</i> (111-B, 111-D)</p>	