

**NEW YORK STATE OFFICE FOR THE AGING**

2 Empire State Plaza, Albany, NY 12223-1251

Andrew M. Cuomo, Governor

An Equal Opportunity Employer

Greg Olsen, Acting Director

**PROGRAM INSTRUCTION**

**Number 20-PI-10**

**Supersedes 17-PI-30**

**Expiration Date N/A**

**DATE:** September 17, 2020

**TO:** Area Agency on Aging Directors

**SUBJECT:** 2020 Standard Definitions for Service Types and Units of Service  
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**ACTION REQUESTED:** The attached Standard Definitions are to be used by Area Agencies on Aging (AAAs) for reporting and planning purposes effective April 1, 2020. Please distribute copies to appropriate staff and service providers.

**RESPONSE DUE DATE:** No response to this PI is needed.

**PURPOSE:** The purpose of this Program Instruction is to transmit revised Standard Definitions for Service Types and Units of Service applicable to the 2020-21 Reporting Period, which were made to meet federal reporting guidelines and went live in the Statewide Client Data System on April 1, 2020.

**BACKGROUND:** Based on Federal guidance, states were required to update specific service categories and definitions to meet revised reporting requirements, which are highlighted in yellow in this document. Please note the highlighted Service Types and definitions are the only updates as of now. All other definitions have remained consistent with prior guidance. These definitions are used to ensure a uniform understanding of aging services; collecting reporting information for CAARS and client level data; and for completing new Plan documents, based on Federal guidance. NYSOFA periodically updates the definitions to reflect reporting requirement changes, program revisions and general improvements.

**PROGRAMS AFFECTED:**     Title III-B     Title III-C-1     Title III-C-2

Title III-D     Title III-E     CSE     WIN     Energy

EISEP     NSIP     Title V     HIICAP     LTCOP

Other

**CONTACT PERSON:** Aging Services Representative

# STANDARD DEFINITIONS OF SERVICE

Definitions for other program items may be found in the Glossary section of the Reporting Guide CAARS and Client Data

## April 2020 New Service Types

SERVICE NAME	<b>Adult Day Services</b>
<b>SERVICE DEFINITION</b>	<p><b>Adult Day Services (Social Adult Day and Adult Day Health)</b></p> <p>There are two types of adult day services (ADS) – social adult day services (SADS) which do not include a medical component in the program and is regulated by the NYS Office for the Aging when funded with aging funds, and adult day health care (ADH) which includes a medical component and is regulated by the NYS Department of Health.</p> <p><b><u>Social Adult Day Services</u></b>            A structured, comprehensive program which provides functionally impaired individuals with socialization, supervision and monitoring, personal care and nutrition in a protective setting during any part of the day, but for less than a 24-hour period. Additional services may include and are not limited to maintenance and enhancement of daily living skills, transportation, caregiver assistance and case coordination and assistance. Programs must meet the NYSOFA Regulations for Social Day Care (Title 9, section 6654.20).</p> <p><b><u>Adult Day Health Care</u></b>            Health care services and activities provided to a group of registrants with functional impairments to maintain their health status and enable them to remain in the community. Programs are located at a licensed residential health care facility or an extension site. Programs are approved by the NYS Department of Health. (Note: regulations prohibit the use of EISEP funding for adult day health care.)</p>
<b>UNIT OF SERVICE</b>	One hour of service
<b>FUNDING SOURCES</b>	Title III-B, Title III-E, EISEP (Only for SADS), CSE, Other

<b>SERVICE NAME</b>	<b>Assisted Transportation</b>
<b>SERVICE DEFINITION</b>	Assistance and transportation, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.
<b>UNIT OF SERVICE</b>	Each one-way trip
<b>FUNDING SOURCES</b>	Title III-B, Title IIIC-1, Title III-E, EISEP, CSE, CSI, WIN, Other

<b>SERVICE NAME</b>	<b>Transportation</b>
<b>SERVICE DEFINITION</b>	Transportation from one location to another. Does not include any other activity.
<b>UNIT OF SERVICE</b>	One unit for each one-way trip per person
<b>FUNDING SOURCES</b>	Title III-B, Title IIIC-1, Title III-E, EISEP, CSE, CSI, WIN, Other

<b>SERVICE NAME</b>	<b>Case Management</b>
<b>SERVICE DEFINITION</b>	<p>A comprehensive process that helps older persons with diminished functioning capacity, and/or their caregivers, gain access to and coordinate appropriate services, benefits and entitlements. Case Management consists of assessment and reassessment, care planning, arranging for services, follow-up and monitoring at least every two months and discharge. These activities must be provided by or under the direction of the designated case manager or case manager supervisor.</p> <p>Note: please see CAARS instructions regarding the acceptability of reporting assessments for those seeking/receiving home delivered meals <b><u>as the only community based long term care service they will receive.</u></b></p> <p>Case Management activities for clients receiving community-based long term care services:</p> <ul style="list-style-type: none"> <li>• A comprehensive MDS-compliant assessment is the collection of information about a person’s situation and functioning, and that of his/her caregivers, which allows identification of the person’s specific strengths and needs in the major functional areas.</li> <li>• A care plan is a formal agreement between the client and case manager and, if appropriate, the client’s caregivers regarding client strengths and problems, goals and the services to be pursued in support of goals.</li> </ul>

	<ul style="list-style-type: none"> <li>Implementation of the care plan (arranging and authorizing services) includes contacting service providers, conducting case conferences and negotiating with providers for the delivery of needed services to the client as stated in the care plan.</li> <li><b><u>Follow-up and monitoring of the care plan every two months at a minimum,</u></b> ensures that service delivery is meeting the client's needs and being delivered at the appropriate levels and quality. <b><u>Contact with the service providers is regular and ongoing.</u></b> Reassessment is the formal re-examination of the client's situation and functioning and that of his/her caregivers to identify changes which occurred since the initial assessment/last reassessment and to measure progress toward goals outlined in the care plan. It is done at least annually and more frequently if needed. Changes are made to the care plan as necessary.</li> <li>Discharge is the termination of case management services. Reasons for discharge may include the client requesting discharge, the attainment of goals described in the care plan, the client needing a type of service other than case management or ineligibility for the service.</li> </ul> <p>Case managers may also be functioning in the role of a support coordinator or consultant to informal caregivers. In this role, the case manager may be acting as a teacher, networker, counselor and/or family guide.</p>
<b>UNIT OF SERVICE</b>	One hour of service including travel time.
<b>FUNDING SOURCES</b>	Title III-B, Title III-E, CSE, EISEP, WIN, Other

<b>SERVICE NAME</b>	<b>Congregate Meal</b>
<b>SERVICE DEFINITION</b>	A hot or other appropriate meal which meets nutritional requirements and is served to an eligible participant in a group setting.
<b>UNIT OF SERVICE</b>	Each meal served. Meals served to individuals through means-tested programs such as Medicaid Title XIX waiver, MLTC/MCOs and private pay meals are excluded from the NSIP meals count.
<b>FUNDING SOURCES</b>	Title IIIC-1, Title III-E, EISEP, CSE, WIN, Other

<b>SERVICE NAME</b>	<b>Home Delivered Meal</b>
<b>SERVICE DEFINITION</b>	A hot or other appropriate meal which meets nutritional requirements and is provided to an eligible person for home consumption.

<b>UNIT OF SERVICE</b>	Each meal served. Meals served to individuals through means-tested programs such as Medicaid Title XIX waiver, MLTC/MCOs and private pay meals are excluded from the NSIP meals count.
<b>FUNDING SOURCES</b>	Title III-E, Title IIIC-2, EISEP, CSE, WIN, Other

<b>SERVICE NAME</b>	<b>Home Health Aide Service</b>
<b>SERVICE DEFINITION</b>	<p>The provision of health care tasks, personal hygiene services, housekeeping tasks and other related support services essential to the client's health including:</p> <ol style="list-style-type: none"> <li>1. Assisting with tasks listed under Personal Care Level II services;</li> <li>2. Performing simple measurements and tests to routinely monitor the patient's medical condition;</li> <li>3. Preparing meals in accordance with modified diets or complex modified diets;</li> <li>4. Performing a maintenance exercise program;</li> <li>5. Using medical equipment, supplies and devices;</li> <li>6. Changing dressings to stabilize surface wounds;</li> <li>7. Caring for an ostomy after the ostomy has achieved its normal function;</li> <li>8. Providing special skin care; and</li> <li>9. Administering of medication.</li> </ol>
<b>UNIT OF SERVICE</b>	One hour of service excluding travel time.
<b>FUNDING SOURCES</b>	Title III-B, Title III-E, CSE, Other

<b>SERVICE NAME</b>	<b>Information and Assistance (for Aging Services)</b>
<b>SERVICE DEFINITION</b>	Assistance to consumers in obtaining access to the <b>Aging services</b> and resources available within their community. An individual is provided with information on a one-to-one basis about available services and opportunities in the community, assisted in defining problems/needs and capacities, receives direction or guidance relative to those identified issues and is linked to services and opportunities to meet the problems/needs. In addition, when appropriate, case assistance may involve worker intervention, negotiation and advocacy with providers on the client's behalf to ensure the delivery of needed services and benefits. To the extent possible, follow –up is provided to check to see if the consumer received the service(s) or is in need of further assistance. Internet web site “hits” are to be counted only if information is requested and supplied by the AAA.
<b>UNIT OF SERVICE</b>	One Contact
<b>FUNDING SOURCES</b>	Title III-B, Title IIIC-1, Title IIIC-2, Title III-E, HIICAP, CSE, CSI, WIN, Other

<b>SERVICE NAME</b>	<b>Legal Assistance</b>
<b>SERVICE DEFINITION</b>	Provision of legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney to older adults with economic or social needs.
<b>UNIT OF SERVICE</b>	One hour of service
<b>FUNDING SOURCES</b>	Title III-B, Title III-E, CSE, Other

<b>SERVICE NAME</b>	<b>Long Term Care Ombudsman</b>
<b>SERVICE DEFINITION</b>	Services provided by duly authorized resident advocates on behalf of people residing in long term care facilities and their families. Primary activities include identifying, investigating and resolving complaints, concerning resident care, quality of life and residents’ rights. Identification of adverse issues and conditions affecting residents, promoting the development of resident and family councils, and ensuring residents have regular and timely access to ombudsman advocacy services.

<b>UNIT OF SERVICE</b>	No unit or people served reporting required for the client data systems. This information is reported under the Ombudsman Reporting System. All clients' identifying information is confidential and subject to disclosure, in accordance with the requirements under the OAA. Report expenditures only using the CAARS quarterly on line system.
<b>FUNDING SOURCES</b>	Title III-B, Other

<b>SERVICE NAME</b>	<b>Nutrition Counseling</b>
<b>SERVICE DEFINITION</b>	Individualized guidance to individuals who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illnesses, or medications use. Counseling is provided one-on-one by a nutrition professional, who evaluates the person's nutritional needs, develops and implements a nutrition counseling plan, evaluates the client's outcome, maintains documentation and distributes appropriate literature. It is recommended that initial counseling be provided face-to-face at a congregate site, in the home or in an office setting. Follow up nutrition counseling may be provided face-to-face at a congregate site, in the home, office setting or by telephone. A nutrition professional is defined as a Registered Dietitian (RD). Nutrition counseling services are available to an older individual and/or her/his caregiver upon referral and/or request.
<b>UNIT OF SERVICE</b>	One hour of service (time with individual and travel time).
<b>FUNDING SOURCES</b>	Title IIIC-1, Title IIIC-2, Title III-E, EISEP, CSE, CSI, WIN, Other

<b>SERVICE NAME</b>	<b>Nutrition Education</b>
<b>SERVICE DEFINITION</b>	A planned program to promote better nutrition, physical fitness and health through information and instruction on nutrition and related consumer topics of general interest. The program is provided by or under the direction of a Registered Dietitian (RD). Information and instruction may occur in group settings and/or through distribution of materials to individuals. A minimum of 6 group or class presentations must be provided at each congregate meal site annually. Nutrition information or handouts are provided to congregate and home delivered meal participants at least monthly.
<b>UNIT OF SERVICE</b>	<b><u>Each participant of a group or individual session receives one unit of service.</u></b>

<b>FUNDING SOURCES</b>	Title IIIC-1, Title IIIC-2, Title III-E, CSE, CSI, WIN, Other
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<b>SERVICE NAME</b>	<b>Outreach</b>
<b>SERVICE DEFINITION</b>	Activities initiated by the AAA or its contractors for identifying potential clients (or their care givers) and encouraging their use of existing services and benefits. This includes face-to-face or telephone contact between a worker and an individual.
<b>UNIT OF SERVICE</b>	Each initial first contact made to a client or their care giver(s).
<b>FUNDING SOURCES</b>	Title III-B, Title IIIC-1, Title IIIC-2, Title III-E, CSE, CSI, WIN, HIICAP, Other

<b>SERVICE NAME</b>	<b>Personal Emergency Response System (PERS)</b>
<b>SERVICE DEFINITION</b>	A service which utilizes an electronic device to alert appropriate people of the need for immediate assistance in the event of an emergency in an older person's home.
<b>UNIT OF SERVICE</b>	One unit for each month or part of a calendar month that the device is in the person's home.
<b>FUNDING SOURCES</b>	Title III-B, Title III-E, EISEP, CSE, Other
<b>EXAMPLES &amp; REPORTING</b>	The service is initiated on January 1 and terminated on January 15 = 1 unit The service is initiated on January 15 and terminated on February 4 = 2 units (one for each month)

<b>SERVICE NAME</b>	<b>Senior Center, Recreation and Education</b>
<b>SERVICE DEFINITION</b>	Activities organized and scheduled through the AAA or its contractors which involve older persons in courses, workshops, other learning activities and satisfying use of free time.
<b>UNIT OF SERVICE</b>	One group session
<b>FUNDING SOURCES</b>	Title III-B, Title IIIC-1, CSE, CSI, WIN, Other

<b>PRIOR SERVICE NAME</b>	<b>Health Promotion</b>
<b>UPDATE</b>	This service type is divided into two categories: Evidence-based Health Promotion and Health Promotion (not evidence-based)
<b>NEW SERVICE NAME</b>	<b>EVIDENCE-BASED HEALTH PROMOTION</b>
<b>SERVICE DEFINITION</b>	<p>Evidence-Based Health Promotion Programs must meet ACL/AoA' s definition for an evidence-based program and NYSOFA Issuance 15-PI-18.</p> <p>Programs may be related to the prevention and mitigation of the effects of chronic disease (including osteoporosis, hypertension, obesity, diabetes, and cardiovascular disease), alcohol and substance abuse reduction, smoking cessation, weight loss and control, stress management, improved mental health, falls prevention, physical activity, and improved nutrition.</p>
<b>UNIT OF SERVICE</b>	Each participant or attendee of a group session, class or event.
<b>FUNDING SOURCES</b>	<p>Traditional: Title III-B, Title III-D, Title III-E, EISEP, CSE, CSI, Other</p> <p><b>During time of COVID-19 Major Disaster Declaration (MDD), refer to fiscal guidance on funding flexibility.</b></p>
<b>NEW SERVICE NAME</b>	<b>HEALTH PROMOTION (NOT EVIDENCE-BASED)</b>
<b>SERVICE DEFINITION</b>	<p>Health Promotion (not Evidence-Based) Programs do <b>NOT</b> meet ACL/AoA' s definition for an evidence-based program and NYSOFA Issuance 15-PI-18.</p> <p>Activities include those defined in the OAA (Section 102(14)) for example:</p> <p>Health risk assessments; routine health screening; programs regarding physical fitness, group exercise, and music therapy, art therapy, and dance-movement therapy; home injury control services; screening for the prevention of depression, coordination of community mental and behavioral health services, provision of educational activities, and referral to psychiatric and psychological services; educational programs on the availability, benefits, and appropriate use of preventive health services covered under Medicare; medication management screening and education; information concerning diagnosis, prevention, treatment, and rehabilitation concerning age-related diseases and chronic disabling conditions; gerontological counseling; and counseling regarding social services and follow-up health services based on any of the services described above.</p> <p>This shall not include services for which payment may be made under Medicare and/or Medicaid.</p>

<b>UNIT OF SERVICE</b>	Each participant or attendee of a group session, class or event.
<b>FUNDING SOURCES</b>	Traditional: Title III-B, Title III-E, EISEP, CSE, CSI, Other  During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.

<b>PRIOR SERVICE NAME</b>	<b>Personal Care Level I</b>
<b>UPDATE</b>	This service type is divided into two service delivery models: Consumer Directed PC I or PC I (not consumer directed).
<b>NEW SERVICE NAME</b>	<b>CONSUMER DIRECTED PC I</b>
<b>SERVICE DEFINITION</b>	<p>A service delivery model that includes some or total assistance with the following tasks on behalf of or to assist a person commensurate with the person's limitations with Instrumental Activities of Daily Living (IADLs) that are performed in the individual's home.</p> <p>Personal Care Level I tasks may include:</p> <ul style="list-style-type: none"> <li>- Making and changing beds</li> <li>- Dusting and vacuuming the rooms which the person uses</li> <li>- Light cleaning of the kitchen, bedroom and bathroom</li> <li>- Dishwashing</li> <li>- Telephone assistance</li> <li>- Listing needed supplies</li> <li>- Shopping for the person</li> <li>- Doing the person's laundering, including necessary ironing and mending</li> <li>- Preparing meals, including simple modified diets</li> <li>- Managing money and/or paying bills</li> <li>- Escorting to appointments and community activities</li> <li>- Other essential errands</li> </ul> <p><b>Consumer Directed Definition:</b> An approach to providing services (including programs, benefits, supports, and technology) under OAA intended to assist an individual with activities of daily living, in which (A) such services (including the amount, duration, scope, provider, and location of such services) are planned, budgeted, and purchased under the direction and control of such individual; (B) such individual is provided with such information and assistance as are necessary and appropriate to enable such individual to make informed decisions about the individual's care options; (C) the needs, capabilities, and preferences of such individual with respect to such services, and such individual's ability to direct and control the individual's receipt of such services, are assessed by the area agency on aging (or other agency designed by the area agency on aging involved); (D) based on the assessment made under subparagraph (C), the area agency on</p>

	<p>aging (or other agency designated by the area agency on aging) develops together with such individual and the individual's family, caregiver (as defined in paragraph (18)(B)), or legal representative – (i) a plan of services for such individual that specifies which services such individual will be responsible for directing; (ii) a determination of the role of family members (and others whose participation is sought by such individual) in providing services under such plan; and (iii) a budget for such services; and (E) the area agency on aging or State agency provides for oversight of such individual's self-directed receipt of services, including steps to ensure the quality of services provided and the appropriate use of funds under this Act.</p> <p><i>From Section 102(47) of the Older Americans Act of 1965, as amended.</i></p>
<b>UNIT OF SERVICE</b>	<p>Hours</p> <p>Units measured in hours can be reported in quarter hour increments (partial hour may be reported to two decimal places, e.g. 0.25 hours.)</p>
<b>FUNDING SOURCES</b>	<p>Traditional: Title III-B, Title III-E, EISEP, CSE, Other</p> <p><b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b></p>
<b>NEW SERVICE NAME</b>	<b>PC I (NOT CONSUMER DIRECTED)</b>
<b>SERVICE DEFINITION</b>	<p>A service that includes some or total assistance with the following tasks on behalf of or to assist a person commensurate with the person's limitations with Instrumental Activities of Daily Living (IADLs) that are performed in the individual's home.</p> <p>Personal Care Level I tasks may include:</p> <ul style="list-style-type: none"> <li>- Making and changing beds</li> <li>- Dusting and vacuuming the rooms which the person uses</li> <li>- Light cleaning of the kitchen, bedroom and bathroom</li> <li>- Dishwashing</li> <li>- Telephone assistance</li> <li>- Listing needed supplies</li> <li>- Shopping for the person</li> <li>- Doing the person's laundering, including necessary ironing and mending</li> <li>- Preparing meals, including simple modified diets</li> <li>- Managing money and/or paying bills</li> <li>- Escorting to appointments and community activities</li> <li>- Other essential errands</li> </ul>
<b>UNIT OF SERVICE</b>	<p>Hours</p> <p>Units measured in hours can be reported in quarter hour increments (partial hour may be reported to two decimal places, e.g. 0.25 hours.)</p>
<b>FUNDING</b>	Traditional: Title III-B, Title III-E, EISEP, CSE, Other

<b>SOURCES</b>	<b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b>
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<b>PRIOR SERVICE NAME</b>	<b>Personal Care Level II</b>
<b>UPDATE</b>	This service type is divided into two service delivery models: Consumer Directed PC II or PC II (not consumer directed).
<b>NEW SERVICE NAME</b>	<b>CONSUMER DIRECTED PC II</b>
<b>SERVICE DEFINITION</b>	<p>A service delivery model that includes some or total assistance with the following tasks on behalf of or to directly assist a client commensurate with the person's limitations with Activities of Daily Living (ADLs) or limitations in both ADLs and Instrumental Activities of Daily Living (IADLs), that are performed in the individual's home.</p> <p>Personal Care Level II tasks may include some or total assistance with:</p> <ul style="list-style-type: none"> <li>- All the tasks listed under Personal Care Level I;</li> <li>- Bathing of the person in the bed, tub or shower;</li> <li>- Dressing;</li> <li>- Grooming, including care of hair, shaving and ordinary care of nails, teeth, and mouth;</li> <li>- Toileting, including assisting the person on and off the bedpan, commode or toilet</li> <li>- Walking, beyond that provided by durable medical equipment, within the home and outside the home;</li> <li>- Transferring from bed to chair or wheelchair;</li> <li>- Turning and positioning;</li> <li>- Preparation of meals in accordance with modified diets, including low sugar, low fat, low salt and low residue diet;</li> <li>- Feeding;</li> <li>- Administration of medication by the client, including prompting the client of time, identifying the medication for the client, bringing the medication and any necessary supplies or equipment to the client, opening the container for the client, positioning the client for the medication and administration, disposing of used supplies and materials and storing the medication properly;</li> <li>- Providing routine skin care;</li> <li>- Using medical supplies and equipment such as walkers and wheelchairs;</li> <li>- Changing simple dressings.</li> </ul> <p><b>Consumer Directed Definition:</b> An approach to providing services (including programs, benefits, supports, and technology) under OAA intended to assist an</p>

	<p>individual with activities of daily living, in which (A) such services (including the amount, duration, scope, provider, and location of such services) are planned, budgeted, and purchased under the direction and control of such individual; (B) such individual is provided with such information and assistance as are necessary and appropriate to enable such individual to make informed decisions about the individual's care options; (C) the needs, capabilities, and preferences of such individual with respect to such services, and such individual's ability to direct and control the individual's receipt of such services, are assessed by the area agency on aging (or other agency designed by the area agency on aging involved); (D) based on the assessment made under subparagraph (C), the area agency on aging (or other agency designated by the area agency on aging) develops together with such individual and the individual's family, caregiver (as defined in paragraph (18)(B)), or legal representative – (i) a plan of services for such individual that specifies which services such individual will be responsible for directing; (ii) a determination of the role of family members (and others whose participation is sought by such individual) in providing services under such plan; and (iii) a budget for such services; and (E) the area agency on aging or State agency provides for oversight of such individual's self-directed receipt of services, including steps to ensure the quality of services provided and the appropriate use of funds under this Act.</p> <p><i>From Section 102(47) of the Older Americans Act of 1965, as amended.</i></p>
<b>UNIT OF SERVICE</b>	Hours (partial hour may be reported to two decimal places, e.g. 0.25 hours.)
<b>FUNDING SOURCES</b>	<p>Traditional: Title III-B, Title III-E, EISEP, CSE, Other</p> <p><b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b></p>
<b>NEW SERVICE NAME</b>	<b>PC II (NOT CONSUMER DIRECTED)</b>
<b>SERVICE DEFINITION</b>	<p>A service that includes some or total assistance with the following tasks on behalf of or to directly assist a client commensurate with the person's limitations with Activities of Daily Living (ADLs) or limitations in both ADLs and Instrumental Activities of Daily Living (IADLs), that are performed in the individual's home.</p> <p>Personal Care Level II tasks may include some or total assistance with:</p> <ul style="list-style-type: none"> <li>- All the tasks listed under Personal Care Level I;</li> <li>- Bathing of the person in the bed, tub or shower;</li> <li>- Dressing;</li> <li>- Grooming, including care of hair, shaving and ordinary care of nails, teeth, and mouth;</li> <li>- Toileting, including assisting the person on and off the bedpan, commode or toilet</li> </ul>

	<ul style="list-style-type: none"> <li>- Walking, beyond that provided by durable medical equipment, within the home and outside the home;</li> <li>- Transferring from bed to chair or wheelchair;</li> <li>- Turning and positioning;</li> <li>- Preparation of meals in accordance with modified diets, including low sugar, low fat, low salt and low residue diet;</li> <li>- Feeding;</li> <li>- Administration of medication by the client, including prompting the client of time, identifying the medication for the client, bringing the medication and any necessary supplies or equipment to the client, opening the container for the client, positioning the client for the medication and administration, disposing of used supplies and materials and storing the medication properly;</li> <li>- Providing routine skin care;</li> <li>- Using medical supplies and equipment such as walkers and wheelchairs;</li> <li>- Changing simple dressings.</li> </ul>
<b>UNIT OF SERVICE</b>	Hours (partial hour may be reported to two decimal places, e.g. 0.25 hours.)
<b>FUNDING SOURCES</b>	Traditional: Title III-B, Title III-E, EISEP, CSE, Other  During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.

<b>PRIOR SERVICE NAME</b>	<b>In-Home Contact and Support</b>
<b>UPDATE</b>	This service type is divided into two service delivery models: Consumer Directed In-home Contact and Support or In-home Contact and Support (not Consumer directed).
<b>NEW SERVICE NAME</b>	<b>CONSUMER DIRECTED IN-HOME CONTACT &amp; SUPPORT</b>
<b>SERVICE DEFINITION</b>	<p>Services and activities, provided through the consumer-directed model, which are designed to support to older people who are isolated because of physical and/or cognitive limitations. These services are not defined separately elsewhere in the standard definitions and may include but are not limited to:</p> <ul style="list-style-type: none"> <li>- Shopping Assistance – Shopping on behalf of an older person</li> <li>- Friendly Visiting – A scheduled visit to an older person to provide socialization, recreation and the opportunity to observe and report the person’s condition and circumstances.</li> </ul>

	<ul style="list-style-type: none"> <li>- Telephone Reassurance (including automated systems) – Regularly scheduled telephone contact with an older person with follow-up as necessary and appropriate.</li> <li>- Supervision - Services provided in the home to monitor, guide and oversee the older person’s actions and activities. Supervision services funded by EISEP or III-E as respite for a client's informal caregivers "paid supervision."</li> <li>- Other services – Provided in the home to support the person including house cleaning, laundry service, bill paying/other essential errands, items provided on loan such as assistive devices</li> </ul> <p>In Home Contact &amp; Support may be performed in non-traditional (i.e. consumer directed) model.</p> <p><b>Consumer Directed Definition:</b> An approach to providing services (including programs, benefits, supports, and technology) under OAA intended to assist an individual with activities of daily living, in which (A) such services (including the amount, duration, scope, provider, and location of such services) are planned, budgeted, and purchased under the direction and control of such individual; (B) such individual is provided with such information and assistance as are necessary and appropriate to enable such individual to make informed decisions about the individual’s care options; (C) the needs, capabilities, and preferences of such individual with respect to such services, and such individual’s ability to direct and control the individual’s receipt of such services, are assessed by the area agency on aging (or other agency designed by the area agency on aging involved); (D) based on the assessment made under subparagraph (C), the area agency on aging (or other agency designated by the area agency on aging) develops together with such individual and the individual’s family, caregiver (as defined in paragraph (18)(B)), or legal representative – (i) a plan of services for such individual that specifies which services such individual will be responsible for directing; (ii) a determination of the role of family members (and others whose participation is sought by such individual) in providing services under such plan; and (iii) a budget for such services; and (E) the area agency on aging or State agency provides for oversight of such individual’s self-directed receipt of services, including steps to ensure the quality of services provided and the appropriate use of funds under this Act.</p> <p><i>From Section 102(47) of the Older Americans Act of 1965, as amended.</i></p>
<b>UNIT OF SERVICE</b>	Contact
<b>FUNDING SOURCES</b>	Traditional: Title III-B, Title IIIC-1, Title IIIC-2, Title III-E, CSE, WIN, Other  <b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b>

<b>NEW SERVICE NAME</b>	<b>IN-HOME CONTACT &amp; SUPPORT (NOT CONSUMER DIRECTED)</b>
<b>SERVICE DEFINITION</b>	<p>Services and activities designed to provide support to older people who are isolated because of physical and/or cognitive limitations. These services are not defined separately elsewhere in the standard definitions and may include but are not limited to:</p> <ul style="list-style-type: none"> <li>- Shopping Assistance – Shopping on behalf of an older person</li> <li>- Friendly Visiting – A scheduled visit to an older person to provide socialization, recreation and the opportunity to observe and report the person’s condition and circumstances.</li> <li>- Telephone Reassurance (including automated systems) – Regularly scheduled telephone contact with an older person with follow-up as necessary and appropriate.</li> <li>- Supervision - Services provided in the home to monitor, guide and oversee the older person’s actions and activities. Supervision services funded by EISEP or III-E as respite for a client's informal caregivers "paid supervision."</li> <li>- Other services – Provided in the home to support the person including house cleaning, laundry service, bill paying/other essential errands, items provided on loan such as assistive devices</li> </ul> <p>In Home Contact &amp; Support may be performed in non-traditional (i.e. not consumer directed) model.</p>
<b>UNIT OF SERVICE</b>	Contact
<b>FUNDING SOURCES</b>	<p>Traditional: Title III-B, Title IIIC-1, Title IIIC-2, Title III-E, EISEP, CSE, WIN, Other</p> <p><b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b></p>

<b>PRIOR SERVICE NAME</b>	<b>Caregiver Services</b>
<b>UPDATE</b>	This service type is divided into three specific categories: Caregiver Counseling, Caregiver Support Groups, and Caregiver Training.
<b>NEW SERVICE NAME</b>	<b>CAREGIVER COUNSELING</b>
<b>SERVICE DEFINITION</b>	A service designed to support caregivers and assist them in their decision-making and problem solving. Counselors are service providers that are degreed and/or credentialed, trained to work with older adults and families and specifically to understand and address the complex physical, behavioral and emotional problems related to their caregiver roles. This includes counseling to individuals

	or group sessions. Counseling is a separate function apart from support group activities or training (see definitions for these services).
<b>UNIT OF SERVICE</b>	Each participant of a group or individual session receives one unit of service.
<b>FUNDING SOURCES</b>	Traditional: Title III-B, Title III-E, CSE, CSI, CRC, Other  <b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b>
<b>NEW SERVICE NAME</b>	<b>CAREGIVER SUPPORT GROUPS</b>
<b>SERVICE DEFINITION</b>	A service that is led by a trained individual, moderator, or professional, as required by state policy, to facilitate caregivers to discuss their common experiences and concerns and develop a mutual support system. Support groups are typically held on a regularly scheduled basis and may be conducted in person, over the telephone, or online. For the purposes of Title III-E funding, caregiver support groups would not include “caregiver education groups,” “peer-to-peer support groups,” or other groups primarily aimed at teaching skills or meeting on an informal basis without a facilitator that possesses training and/or credentials as required by state policy. (See also definitions for training and counseling).
<b>UNIT OF SERVICE</b>	Each participant of a group session receives one unit of service.
<b>FUNDING SOURCES</b>	Traditional: Title III-B, Title III-E, CSE, CSI, CRC, Other  <b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b>
<b>NEW SERVICE NAME</b>	<b>CAREGIVER TRAINING</b>
<b>SERVICE DEFINITION</b>	A service that provides family caregivers with instruction to improve knowledge and performance of specific skills relating to their caregiving roles and responsibilities. Skills may include activities related to health, nutrition, and financial management; providing personal care; and communicating with health care providers and other family members. Training may include use of evidence-based programs; be conducted in-person or on-line, and be provided in individual or group settings.
<b>UNIT OF SERVICE</b>	Each participant of a group or individual session receives one unit of service
<b>FUNDING SOURCES</b>	Traditional: Title III-B, Title III-E, CSE, CSI, CRC, Other  <b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b>

NEW SERVICE NAME	CONSUMABLE SUPPLIES
<b>SERVICE DEFINITION</b>	<p>Purchase of consumable supplies or material aid to meet basic necessities to benefit older adult and/or their family caregiver. The supplies or material may include, for example, groceries, cleaning supplies, masks, gloves, continence items, personal hygiene supplies (including soap, toothpaste, toilet paper, sanitary wipes, incontinence supplies), cell phone access or internet access.</p> <p>Note: This is to report an instance of <u>purchasing</u> groceries, supplies, cell phone access or internet access or other items with program funds. For reporting the <u>delivery</u>, please also see In-Home Contact and Support.</p>
<b>UNIT OF SERVICE</b>	Activity
<b>FUNDING SOURCES</b>	<p>Traditional: Title III-B, Title III-E, EISEP, CSE, Other</p> <p><b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b></p>

PRIOR SERVICE NAME	Other Services Information
<b>UPDATE</b>	<p>This service was previously used to report caregiver related Public Info and Education. To avoid confusion, NYSOFA retitled this service name to <b>Other Services Information: Caregiver Information (Public)</b> for future caregiver related Public Info and Education reporting.</p>
<b>NEW SERVICE NAME</b>	<b>OTHER SERVICE INFORMATION: CAREGIVER INFORMATION (PUBLIC)</b>
<b>SERVICE DEFINITION</b>	<p>A public and media activity that conveys information to caregivers about available services, which can include an in-person interactive presentation to the public; a booth/exhibit at a fair, conference, or other public event; and a radio, TV, or Web site event.</p> <p>Unlike Information and Assistance, this service is not tailored to the needs of the individual caregiver.</p>
<b>UNIT OF SERVICE</b>	Activity/Event
<b>FUNDING SOURCES</b>	<p>Traditional: Title III-B, Title III-E, CSE, CSI, CRC, Other</p> <p><b>During time of COVID-19 MDD, refer to fiscal guidance on funding flexibility.</b></p>

## Other Services Provided by the Area Agency

*(Enter these services using the Other line in CAARS and the Other Code for client data and units)*

The number of people served and units of service provided are reported in the electronic client files using the 600 series service codes. Expenditures for these service categories are aggregated and reported on the "Other" line when completing Part III, A Program, Services and Expenditure Breakdown. Expenditures should be the accrued total expenditures under each column. "Other" services may also include any unique local services.

### Alzheimer's Services

Services designed to provide support which may include counseling, information, etc. to the families/caregivers of elderly victims of Alzheimer's disease and related disorders with neurological and organic brain dysfunction.

Unit: Each participant of a group or individual session receives one unit of service.

### Chore Services

Assistance such as heavy housework, yard work or sidewalk maintenance.

Unit: One hour of service.

### Counseling

One-to-one relationship between an older person and a worker trained in counseling techniques. The service is designed to alleviate stress or anxiety and to help the client make appropriate choices and plans.

a. Psychosocial Counseling

Those counseling activities which will assist older persons in coping with the problems and stresses which interfere with normal health and social functioning.

b. Tax & Financial Counseling

Counseling provided to older persons on tax and financial matters.

c. Entitlements Counseling

Entitlements counseling includes assisting clients in the completion of applications for benefits. It also includes encouraging a client to accept an entitlement or benefit for which he or she is eligible.

Unit: One hour of service.

### Crime and Safety Program

A program which provides elderly crime victims and potential crime victims with information designed to reduce the incidence and fear of crime.

Unit: **Each participant of a group or individual session receives one unit of service.**

<b>Discount Program</b>
The preparation and issuance of an identification card which enables the card holder to receive a discount on goods and services offered by participating merchants.
Unit: Each card Issued.
<b>Employment Related Services</b>
All activities which result in increased employment opportunities for older people, including recruitment of potential employees and employers, assessment of work experiences and skills, job counseling, subsidized employment, training for upgrading job seeking skills and training in new job skills, job development, job placement, referral services and supportive services. (Note: This does not include work by Title V Program enrollees unless they are directly involved in employment activities.)
Unit: One hour of service.
<b>Energy Assistance</b>
Activities on behalf of a client to access regular benefits/additional benefits provided through the HEAP or Other funded activities, e.g., Department of State (DoS).
Unit: Completed activity.
<b>Friendly Visiting</b>
An organized visit to homebound older persons providing socialization, recreation, and the opportunity to observe and report the client's condition and circumstances.
Unit: Each visit.
<b>Group Respite</b>
Group respite is care or supervision provided in a group setting to individuals with frailty or disabilities on behalf of and in the absence of the caregiver, for providing caregivers with relief from the stress of caregiving. Group respite programs may provide a variety of services but minimally must provide socialization and appropriate snacks in a protective setting.
Unit: One hour of service, excluding travel time when serving more than one consumer at a time.

# New York Connects Information and Assistance Only

## NY Connects Information and Assistance ONLY

The provision for NY Connects Information and Assistance has the following required elements: □

**Must only be delivered by NY Connects trained staff as per NYSOFA requirements NYSOFA Information and Assistance Training.**

□ **Serves all Long Term Services and Supports (LTSS) populations regardless of age or service system and regardless of income or payment source about LTSS options.**

The provision for NY Connects Information and Assistance must include one or more of the following:

1. Core functions that include:

- Providing I & A about publicly and privately funded long term services and supports (LTSS)
- Conducting the No Wrong Door screening process, making linkages to supports as indicated.
- The identification of and/or research on necessary services and the provision of additional support directly to the individual about long term services and supports, and provide follow up and/or more assistance, as needed.
- Explanations about available services and supports, eligibility requirements, financial requirements for participation in programs, and provider/service contact information.

2. The provision of referral and/or assistance that is long term services and supports focused. The provision of assistance and/or referral can be a two-step process involving the initiation of a linkage between a client and a service provider, and follow up to determine whether the service has been or is being provided. Specifically, assistance and/or referral can include, but is not limited to;

- Referral and/or assistance with Medicaid and/or other public benefit applications, including My Benefits
- Inter-connected with agencies that serve mutual consumer base for LTSS: i.e. Local Dept. of Social Services, NYS Department of Health.

3. Coordination with critical pathway providers and other helping professionals to assist with care transitions, and/or the provision of resources to providers during transitions across care settings.

*Note: While there are organizations that utilize an exclusive phone line for NY Connects, many NY Connects organizations use one main line to triage and direct all incoming calls. Regardless of the structure, the taking of a phone call on a stand-alone, NY Connects dedicated line or a shared line does not in itself identify the program or programs that are to respond to the needed service inquiry. For example, a phone call coming in a phone line or an in-person contact does not constitute a unit*

*of service for either AAA Programs or NY Connects unless I&A (or a connection to another service) is provided.*

*When the caller identifies the purpose of the call, **then** a determination of the proper program routing or facility to respond can be made*

Unit: Each contact

**See current NY Connects reporting instruction PI, in particular the reporting tips, and the Quantitative Reporting instruction on the NYSOFA Budgeting and Reporting site.** *(Each contact will contain a minimum of at least one service provided/action taken and, could contain multiple services provided/actions taken. Consequently, it is important to accurately record all services provided/actions taken).*

**Funding Sources: NY Connects, Medicaid, NY Connects Expansion and Enhancement, III B, CSE, MIPPA**

## Options Counseling

Options Counseling is a person-centered process whereby individuals, family members and/or significant others are supported to develop a plan for addressing long term services and supports needs that aligns with their preferences, strengths, values, and needs.

It includes:

- 1) conducting a person-centered interview to discover what is important to and important for the individual, help them identify and weigh available options and make decisions,
- 2) assisting in developing a person-centered plan detailing the individual's decisions, immediate next steps and long term objectives,
- 3) assisting the individual to connect with public and privately funded services as needed, and;
- 4) following-up over time to ensure individuals are meeting their objectives and accessing desired services

Examples of situations associated with the Options Counseling category:

- Individuals with immediate long term care needs (e.g. after major life changing event);
- Individuals who are planning for future needs;
- Caregivers who need help in caring for their loved one;

- Individuals who are transitioning from one setting to another, such as from the hospital to their homes

Unit: Each contact

### **Public Information\Education**

A planned effort to provide consumers information about services, resources, and entitlements. Activities include the distribution of newsletters, flyers, pamphlets, and brochures, the use of mass media for news, features, public activities, and public speaking by a service representative.

Unit: Each activity or event or each distribution of printed Information.

### **Recreation**

Activities organized and scheduled through the Area Agency or its contractors which are designed to foster the health and social well-being of older persons through social interaction and satisfying use of free time. This service may include educational activities as well as sports, performing arts, games, and crafts.

Unit: One group session.

### **Referral**

A two-step process involving the initiation of a linkage between a client and a service provider and follow-up contact(s) determine whether the service has been or is being provided.

Unit: One contact made on behalf of an older person to link that person to a particular service either within or outside the agency and to follow-up on the provision of a service.

### **Residential Repair and Maintenance**

Repairs and activities to upgrade and/ or maintain housing for the elderly, including heavy cleaning.

Unit: One hour of service

### **Respite Care**

The provision of short-term substitute care and supervision of older individuals with functional impairments to offer their caregivers temporary rest and relief from caregiving responsibilities. (Note: Non-Institutional Respite refers to non-medical respite provided in a non-institutional setting.)

Unit: One hour of service, excluding travel time.

**Reporting clarification:** When a care receiver is provided a service as respite to an informal caregiver who regularly aids in these activities, the care receiver shall be given units of service under personal care level I and the care giver is given units under caregiver respite.

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<b>Telephone Reassurance</b>
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Phone calls made on a routine and organized basis to older persons for reducing isolation and ensuring health and safety.
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Unit: One phone call
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<b>Weatherization</b>
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Referrals to other Federal, State or Local programs for the application of weatherization/conservation measures to the home. (excluding residential repair)
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Unit: Each referral
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<b>Title III-E Services</b>
<i><u>The following are service definitions for the Title III-E funded services. Note for reporting purposes both the Title III-E service as well as the Standard Service to which it applies must be reported.</u></i>

<b>Counseling, Support Groups &amp; Training:</b> to assist caregivers in making decisions and solving problems relating to their care giving roles. Area Agencies are required to provide at least one of the components, but may provide all three. <u>Note training events that do not require preregistration and are open to the public should be reported as Information.</u>
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Counseling, support groups and training refer to a range of individual and/or group services that are intended to assist caregivers in gaining knowledge and/or skills related to their care giving role. Counseling can take place on an individual basis or in a group setting for caregivers who are involved with the same care receiver.

There are many different types of counseling. Examples include individual or group counseling, mediation resolution, peer counseling, grief counseling. Local programs may develop/implement support groups, as well as facilitate/maintain them. They may be in-person, on-line and/or telephone support groups. Support groups may be designed for anyone in a care giving role or they may be for specific caregivers, e.g., caregivers caring for someone with a particular type of disease, e.g., Alzheimer’s disease, Parkinson’s disease, or based on the caregiver/care receiver relationship, e.g., spouse, child. They may be educational and/or supportive and sharing, long term or short term. Training programs may be delivered in one session or in a series, the duration may vary from an hour to a full day or longer, and cover numerous topics that can help and support the caregiver in their care giving capacity, e.g., skills related to assisting care receivers with activities of daily living, legal issues, e.g., power of attorney, living wills, managing difficult behaviors, nutrition, health/wellness, e.g., stress reduction exercises.

Standard Service: Caregiver Services
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Unit of Service: <b>Each participant of a group or individual session receives one unit of service.</b>
<p><b>Respite:</b> Respite care to give caregivers a break and temporarily relieve them from their caregiving responsibilities. Respite care is temporary and provides substitute supports or living arrangements to allow for a brief period of relief or rest for caregivers. It can take the form of in-home respite (e.g., personal care level I or level II, home health aide or supervision/ companion), adult day services (social adult day care or adult day health care) or overnight respite (e.g., in nursing home, adult home, assisted living facility.)</p> <p>Respite is designed to provide relief to the caregiver, while at the same time providing direct services to the care recipient. Thus it must meet the needs of both the caregiver and the care receiver. To be responsive to the varying needs, circumstances and preferences of caregivers, it is beneficial to have different types of respite available.</p> <p>In order for the caregiver to be eligible for respite under the program, the care receiver must be frail as defined in the Older Americans Act. This means that the care receiver is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing or supervision . . . or due to a cognitive or mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual. [Sect. 102(22) (A) and (B)]</p>
Standard Service: PC Level I, PC Level II, Home Health Aide, Adult Day Services, In-home Contact and Support--when in-home supervision and monitoring will be provided, Other--for those services not separately defined, e.g., overnight nursing home or adult home placement.
Unit of Service: One Hour
<p><b>Supplemental Services:</b> to complement the care provided by caregivers. Supplemental services are other services that are not the traditional standard caregiver services, to address the needs of the caregiver. Unlike the other 4 service components, supplemental services has a funding cap – a program may spend no more than 20% of its funding on supplemental services. By definition, supplemental services are meant to be flexible enhancements to caregiver support programs. Examples of supplemental services include such services as personal emergency response systems, assistive technology, home modifications, disposable supplies (e.g., incontinence supplies), nutrition services and transportation.</p> <p>Similar to the requirements of Respite, to be eligible for supplemental services a caregiver must be caring for an older person who is defined as frail under the Older Americans Act. This means that the care receiver is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing or supervision . . . or due to a cognitive or mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual. [Sect. 102(22) (A) and (B)].</p>
Standard Service: Home Delivered Meals, Congregate Meals, Nutrition Counseling, Assisted Trans./Escort, Transportation, Legal Assistance, Nutrition Education, Personal Emergency Response Systems, Other--for those services not separately defined, e.g., home modifications, etc.
Unit of Service: Refer to applicable service definition above.

**Assistance:** for caregivers in gaining access to the services. Assistance refers to a service that assists caregivers in obtaining access to the services and resources available within their community. An individual is provided with information on a one-to-one basis about available services and opportunities in the community, assisted in defining problems/needs and capacities, receives direction or guidance relative to those problems and is linked to services and opportunities to meet the problems/needs. Also included in this is follow-up, to the extent possible, that the caregiver receives the service. Both information and assistance and case management when provided to caregivers under III-E are considered a form of Assistance.

Standard Service: Case Management, Information and Assistance

Unit of Service: One hour of service

**Information:** for caregivers about available services. Information refers to group service activities designed to inform caregivers of available services. Information on resources and services can be provided by an Area Agency to persons within the community in methods such as articles in newspapers, brochures, public service announcements on radio or television, group presentations and at events such as health fairs. Information includes outreach activities – interventions initiated by the program for the purpose of identifying potential clients and encouraging their use of available services and benefits.

Standard Service: Outreach, Other Services, i.e., Public Information

Unit of Service: Each contact, activity or event or each distribution of printed Information.