

NEW YORK STATE OFFICE FOR THE AGING

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An Equal Opportunity Employer

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PROGRAM INSTRUCTION	Number: 26-PI-02
	Supersedes: 22-PI-07

DATE: March 9, 2026

TO: Area Agency on Aging (AAA) Directors

SUBJECT: Revised Standard Definitions of Service Types

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BACKGROUND: The New York State Office for the Aging’s (NYSOFA) Standard Definitions of Service Types (Standard Definitions) are used to ensure a uniform understanding of aging and caregiver services, collect reporting information for Consolidated Area Agency Reporting System (CAARS) and client level data, and assist in the completion of new Plan documents based on federal guidance.

PURPOSE: The purpose of this Program Instruction (PI) is to transmit Standard Definitions that have been revised to align with Older Americans Act (OAA) requirements and reflect current federal reporting guidelines.

ACTION REQUESTED: NYSOFA is issuing revised Standard Definitions to be used by AAAs for reporting and planning purposes effective immediately.

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

PROGRAMS AFFECTED:

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| <input checked="" type="checkbox"/> Title III-B | <input checked="" type="checkbox"/> Title III-E | <input checked="" type="checkbox"/> Energy | |
| <input checked="" type="checkbox"/> Title III-C-1 | <input checked="" type="checkbox"/> Title V | <input checked="" type="checkbox"/> HIICAP | <input checked="" type="checkbox"/> NSIP |
| <input checked="" type="checkbox"/> Title III-C-2 | <input checked="" type="checkbox"/> CSE | <input checked="" type="checkbox"/> LTCOP | <input checked="" type="checkbox"/> WIN |
| <input checked="" type="checkbox"/> Title III-D | <input checked="" type="checkbox"/> EISEP | <input checked="" type="checkbox"/> NY Connects | <input checked="" type="checkbox"/> Other |

CONTACT PERSON: If needed, please contact your Aging Services Representative, fiscal, and program points of contact

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Standard Definitions of Service Types

Introduction

New Services

NYSOFA's Standard Definitions were revised to include the following new services (highlighted in yellow throughout):

- Aging in Place Consultation
- Chore
- Elder Abuse Education and Outreach
- Emergency Response Monitoring
- Financial/Tax Counseling
- Friendly Visiting
- Household Appliance
- MIPPA and HIICAP: Group Outreach and Education
- MIPPA and HIICAP: Media Outreach and Education
- Psychosocial Counseling
- Shopping Assistance
- Technologies and Innovations
- Telephone Reassurance

Funding Sources

The "Other" funding source may include Medicaid (NY Connects), Veterans, Managed Long-Term Care, and private-pay.

A private-pay option may be offered to individuals with an income level at or above 400% of the federal poverty limit. Refer to the most recent Poverty Income Guidelines PI for poverty level guidance.

Before using a funding source for a service, please check the program's rules for specific limitations and considerations.

Aging Services

Personal Care II	
Service Definition	<p>A service that provides some or total assistance (e.g., personal assistance, stand-by assistance, supervision, cueing) with tasks involving both instrumental activities of daily living (IADLs) and activities of daily living (ADLs). Tasks are performed in the older adult's home or other community setting (e.g., doctor's office, congregate meal site) and may include:</p> <ul style="list-style-type: none"> • Bathing • Dressing • Toileting • Transferring • Continence care • Feeding <p>Specify service delivery model as:</p> <ul style="list-style-type: none"> • Consumer-Directed or Not Consumer-Directed
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, CSE, EISEP, Unmet Need, Other

Personal Care I (Homemaker)	
Service Definition	<p>A service that provides some or total assistance (e.g., personal assistance, supervision, cueing) with tasks involving IADLs. Tasks are performed in the older adult's or other community setting (e.g., laundromat, grocery store) and may include:</p> <ul style="list-style-type: none"> • Light housework • Preparing meals • Shopping for personal items • Managing money • Using the telephone <p>Specify service delivery model as:</p> <ul style="list-style-type: none"> • Consumer-Directed or Not Consumer-Directed

Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, CSE, EISEP, Unmet Need, Other

Chore
New Service

Service Definition	<p>Performance of heavy household tasks provided in a person’s home and possibly other community settings. Tasks may include yard work or sidewalk maintenance in addition to heavy housework.</p> <p><i>Note: Home modifications/repairs should be reported under that domain in Other Services. If housecleaning or laundry assistance is provided while delivering personal care services, it is reported as either Personal Care I (Homemaker) or Personal Care II.</i></p>
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, CSE, EISEP, Unmet Need, Other

Home Delivered Meals

Service Definition	<p>A meal served in a program administered by NYSOFA/AAA and provided by a qualified nutrition service provider to an eligible individual for consumption in the home or outside of a congregate setting. Portable meals may be included.</p> <p>Nutrition Services Incentive Program (NSIP) eligible meals are:</p> <ul style="list-style-type: none"> • Served to an individual who is eligible to receive services under the OAA; and • Served to an individual who has NOT been means-tested for participation; and • Compliant with the OAA nutrition requirements; and • Served by an agency that has a grant or contract with an state unit on aging (SUA) or AAA; and • Served to an individual who has an opportunity to contribute toward the cost of the meal.
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	<p>NSIP ineligible meals include meals served through private-pay or means-tested programs (e.g., Medicaid waivers or MLTC/MCOs) and are to be excluded from the NSIP meals count.</p> <p>The meal must meet all OAA requirements and comply with state and local law, and NYSOFA's Nutrition Program Standards.</p>
Unit of Service	Meal (each meal served).
Funding Sources	Title III-C-2, CSE, EISEP, Unmet Need, WIN, Other

Social Adult Day Care (SADC)	
Service Definition	<p>SADC services are provided to older adults requiring care and supervision in a protective setting for a portion of a 24-hour day. SADC services are overseen by the New York State Department of Health and include:</p> <ul style="list-style-type: none"> • Health care • Out-of-home supervision • Recreation • Independent living skills training offered in centers
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, CSE, Unmet Need, Other

Social Adult Day Services (SADS)	
Service Definition	<p>SADS programs are structured, comprehensive programs providing adults with functional impairments with core services including socialization, supervision, monitoring, personal care, and nutrition in a protective setting during any part of the day, but for less than a 24-hour period. SADS may be delivered in congregate, community, and home-based settings.</p> <p>Additional services include total assistance with personal care, maintenance and enhancement of daily living skills, case</p>

	<p>assistance, caregiver services, and transportation coordination or directly provided transportation.</p> <p><i>Note: Programs must meet NYSOFA regulations for Social Day Care (Title 9, Section 6654.20).</i></p>
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, CSE, EISEP, Unmet Need, Other

Case Management

Service Definition A service provided to an older adult at the direction of the older adult, a family member, or other caregiver of the individual, by a case manager who is trained and certified in assessing the needs of older adults and arranging, coordinating, and monitoring services to ensure the older adult's needs are being met.

Case management services include:

- Comprehensive assessment of the older adult (including the physical, psychological, and social needs of the individual).
- Development and implementation of a person-centered service plan with the older adult to mobilize the formal and informal resources and services identified in their comprehensive assessment to meet their needs.
- Coordination and monitoring of formal and informal service delivery, which must involve contact with the older adult, or their primary caregiver or family member when needed, at least every two months.
- Reassessment of the older adult at least annually, with their primary caregiver or family member, if needed.
- Advocacy on behalf of the older adult, for the services and resources that they need.

Case management may include the following processes:

- Intake
- Assessment of needs
- Service planning
- Service plan implementation
- Service coordination
- Monitoring and follow-up

	<ul style="list-style-type: none"> • Reassessment • Crisis intervention • Case closure
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, CSE, EISEP, Unmet Need, WIN, Other

Assisted Transportation	
Service Definition	Services or activities that provide or arrange for the travel of individuals from one location to another, including travel costs. Includes escort or other appropriate assistance for individuals who have difficulty (physical or cognitive) using regular vehicular transportation. Does not include any other activity.
Unit of Service	Trip (each one-way trip per person).
Funding Sources	Title III-B, Title III-C-1, CSE, CSI, EISEP, State Transportation, Unmet Need, WIN, Other <i>Note: State Transportation may be used to transport the individual OR to cover the cost of transportation to provide the service in the individual's residence.</i>

Congregate Meals	
Service Definition	<p>A meal served in a program administered by NYSOFA/AAA and provided by a qualified nutrition provider to an eligible older adult in a congregate or group setting (including restaurants). Portable meals may be included.</p> <p>NSIP-eligible meals are:</p> <ul style="list-style-type: none"> • Served to an individual who is eligible to receive services under the OAA; and • Served to an individual who has NOT been means-tested for participation; and • Compliant with the OAA nutrition requirements; and • Served by an agency that has a grant or contract with an SUA or AAA; and

	<ul style="list-style-type: none"> Served to an individual who can contribute toward the cost of the meal. <p>NSIP-ineligible meals include meals served through private-pay or means-tested programs (e.g., Medicaid waivers or MLTC/MCOs) and are to be excluded from the NSIP meals count.</p> <p>The meal must meet all OAA requirements and comply with state and local law, and NYSOFA's Nutrition Program Standards.</p>
Unit of Service	Meal (each meal served).
Funding Sources	Title III-C-1, CSE, EISEP, Unmet Need, WIN, Other

Nutrition Counseling	
Service Definition	<p>A standardized service as defined by the Academy of Nutrition and Dietetics (AND) that provides individualized guidance to older adults who are at nutritional risk because of their health or nutritional history, dietary intake, chronic illness, or medication use, or to caregivers. Nutrition Counseling is provided based on the expertise of a registered dietician and addresses the options and methods for improving nutrition status with a measurable goal.</p> <p>Nutrition Counseling must be provided one-on-one, in-person or remotely, using technology.</p> <p>Nutrition Counseling consists of:</p> <ul style="list-style-type: none"> Evaluating the individual's nutritional needs Developing and implementing a nutrition counseling plan Evaluating the outcome Maintaining documentation
Unit of Service	Each hour of service, including travel time. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Legal Assistance	
Service Definition	Legal advice, counseling, and representation by an attorney to older adults with economic or social needs. This includes counseling or other appropriate assistance by a paralegal or law student who works under the direct supervision of an attorney to the extent feasible.
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, CSE, Unmet Need, Other

Transportation	
Service Definition	Services or activities that provide or arrange for the travel, including travel costs, of individuals from one location to another. Does not include any other activity.
Unit of Service	Trip (each one-way trip per person).
Funding Sources	Title III-B, Title III-C-1, CSE, CSI, EISEP, State Transportation, Unmet Need, WIN, Other <i>Note: State Transportation may be used to transport the individual OR to cover the cost of transportation to provide the service in the individual's residence.</i>

Nutrition Education	
Service Definition	<p>An intervention, based on the needs of congregate and home-delivered meal participants, that uses information dissemination, instruction, or training with the intent to support food, beverage, nutrition, physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health, health literacy, address nutrition intake, and nutrition-related conditions.</p> <p>Nutrition Education content must be:</p> <ul style="list-style-type: none"> • Consistent with the Dietary Guidelines for Americans. • Accurate.

	<ul style="list-style-type: none"> • Culturally sensitive, regionally appropriate, and considerate of personal preferences. • Overseen by a registered dietitian or other nutrition professional (refer to current Nutrition Program Standards for required credentials). <p>Nutrition Education may be delivered in-person, via audio, video, and online formats, or through distribution of hardcopy materials.</p> <p>See current Nutrition Program Standards for specific requirements for delivering Nutrition Education at Congregate Meal sites and to nutrition program participants.</p>
Unit of Service	<p>Session</p> <p>Note: One monthly distribution of hardcopy materials to home delivered meal participants = one session.</p> <p>One in-person presentation at a congregate meal site = one session.</p>
Funding Sources	Title III-C-1, Title III-C-2, CSE, CSI, Unmet Need, WIN, Other

Information and Assistance	
Service Definition	<p>Information and assistance serves the entire community of older adults and is a service that:</p> <ul style="list-style-type: none"> • Provides individuals with current information on opportunities and services available in their community, including information relating to assistive technology. • Assesses individuals' problems and capacities. • Links individuals to available opportunities and services. • Ensures that individuals receive needed services and are aware of available opportunities through the establishment of adequate follow-up procedures, to the maximum extent practicable. <p>Assistance involves worker intervention, negotiation, and advocacy with providers on the older adult's behalf to ensure connection to needed services and benefits.</p>
Unit of Service	Each contact.

Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, Unmet Need, WIN, Other
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Health Promotion: Evidence Based

Service Definition	<p>An evidence-based health promotion program for older adults proven to improve the health and well-being and/or reduce risk of injury, disease, or disability among older adults and is related to:</p> <ul style="list-style-type: none">• The prevention and mitigation of the effects of chronic diseases (such as osteoporosis, hypertension, obesity, diabetes, and cardiovascular disease)• Alcohol and substance abuse reduction• Smoking cessation• Weight loss and control• Stress management• Falls prevention• Physical activity• Improved nutrition
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Unit of Service	Participant (each participant of a group session, class, or event).
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Funding Sources	Title III-B, Title III-D, CSE, CSI, EISEP, Unmet Need, Other
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Health Promotion: Not Evidence Based

Service Definition	<p>Health promotion and disease prevention activities that are not evidence based. Activities include those defined in Section 102(14) of the OAA and include:</p> <ul style="list-style-type: none">• Health risk assessments• Routine health screening• Programs regarding physical fitness, group exercise, 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 referrals to psychiatric and psychological services• Educational programs on the availability, benefits, and appropriate use of preventive health services covered under Medicare
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	<ul style="list-style-type: none"> • Medication management screening and education • Information concerning diagnosis, prevention, treatment, and rehabilitation concerning age-related diseases and chronic disabling conditions • Gerontological counseling • Counseling regarding social services based on any of the services described above • Follow-up services based on any of the services described above
Unit of Service	Participant (each participant of a group session, class, or event).
Funding Sources	Title III-B, CSE, CSI, EISEP, Unmet Need, Other

Other Services: Assistive Technology

Assistive Device/Equipment	
Service Definition	<p>Assistive, adaptive, and rehabilitative devices or equipment intended to support older adults in maintaining functional independence including:</p> <ul style="list-style-type: none"> • Items on loan to an older adult (e.g., tub seats, weighted utensils, lift vests, modified telephones, medication dispensers, chair lifts, and stair glides). • Electronic device(s) used to summon help in the event of an emergency in an older adult's home. • GPS locator devices <p><i>Note: If the device is provided through a monthly monitoring service subscription (not a one-time provision of the device), report the service as Emergency Response Monitoring.</i></p>
Unit of Service	Each item provided (report one unit per individual for each assistive device/equipment the individual receives).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Technologies and Innovations

New Service

Service Definition A device, product, or platform that is used to combat social isolation and enhance an older adult's overall health and wellness. May include technologies and innovations such as:

- Artificial intelligence (AI) robotics and animatronic pets
- Virtual education, training, and recreation experiences
- Streaming platforms
- Age-friendly board and card games
- Specialized communication platforms

Note: Only report if the AAA is paying the cost of the service or using staff time to coordinate, set up, or follow up on the technology or innovation for the individual being reported.

Do not use this service type in place of, or in addition to, a standard service type. If providing a standard service, report the activity as the standard service type. A standard service is any service in this document that does not fall under "Other Services."

Unit of Service Participant (report one unit per participant for each technology/innovation).

Funding Sources Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Emergency Response Monitoring

New Service (formerly PERS)

Service Definition Ongoing monthly monitoring service associated with the ability to use an electronic device to alert appropriate people of the need for immediate assistance in the event of an emergency in an older adult's home.

Note: One-time provision of a device or GPS locator device (or similar) without ongoing monthly monitoring cost must be reported as Assistive Device/Equipment.

Unit of Service	Month (one unit per individual for each month or part of a month that monitoring is in place).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Household Appliance	
New Service	
Service Definition	The provision of a home appliance intended to support an older adult in maintaining their functional independence. <i>Note: Repair of an appliance must be reported as Home Maintenance and Repair.</i>
Unit of Service	Each item provided to an individual.
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Other Services: Consumable Supplies

Consumable Supplies	
Service Definition	Provision of consumable supplies or material aid to benefit an older individual to meet basic necessities including: <ul style="list-style-type: none"> • Groceries • Cleaning supplies • Contenance items • Masks • Personal hygiene items • Cell phone access • Internet access
Unit of Service	Activity (each activity, event, or distribution of supplies to an individual).

Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other
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Other Services: Home Modifications/Repairs

Home Maintenance/Repair	
Service Definition	Repairs and activities to a home to support the ability of an older adult to maintain safe and habitable housing in the community including: <ul style="list-style-type: none"> • Replacing lightbulbs, smoke detectors, door locks, or broken windows • Repairing appliances, leaky faucets, or holes in the wall
Unit of Service	Job (each repair or activity provided to an individual).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Home Modifications	
Service Definition	Minor changes to a home intended to preserve or enhance the functional independence of an older adult including: <ul style="list-style-type: none"> • Widening doorways • Creating accessible toileting and bathing facilities • Installing grab bars, ramps, motion-sensor lighting, and technology-based solutions for safely aging in place
Unit of Service	Job (each repair or activity provided to an individual).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Aging in Place Consultation	
New Service	
Service Definition	Assessment and consultation provided by a Certified Aging in Place Specialist (CAPS). The CAPS may assess personal needs and identify potential environmental changes to ensure continued health and safety for older adults.
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Other Services: Elder Abuse Prevention/Elder Rights

Crime and Safety Services	
Service Definition	A program that provides older adults who are crime victims or potential crime victims with information designed to reduce the incidence and fear of crime.
Unit of Service	Each participant (each individual session or participant of a group receives one unit per session).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Elder Abuse Education and Outreach	
New Service	
Service Definition	<p>Activities targeted to protect older adults from abuse, neglect, and exploitation by:</p> <ul style="list-style-type: none"> • Providing education and outreach to service providers and the general public, including older adults and their caregivers • Preventing abuse, neglect, and exploitation of older adults

	<ul style="list-style-type: none"> Identifying and intervening in cases of abuse, neglect, and exploitation of older adults
Unit of Service	Each activity (each activity, event, or outreach to an individual).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Long-Term Care Ombudsman	
Service Definition	<p>Services provided by duly authorized certified ombudsmen as resident advocates acting on behalf of individuals residing in long-term care facilities (nursing homes, adult homes, assisted living facilities and family type homes) and their families. Primary activities include:</p> <ul style="list-style-type: none"> Identifying, investigating, and resolving complaints made by, or on behalf of residents concerning resident care, quality of life, and residents' rights Identifying adverse issues and conditions affecting residents Promoting and providing technical support for the development of resident and family councils to protect the well-being and rights of residents Ensuring residents have regular and timely access to ombudsman advocacy services Engaging in Systems Advocacy initiatives, representing the interests of residents before governmental agencies and community organizations
Unit of Service	<p>No reporting required (units or people served) for the client data systems.</p> <p>This information is reported under the National Ombudsman Reporting System in the Older Americans Act Performance System (OAAPS). All clients' identifying information is confidential and subject to disclosure, in accordance with the requirements under the Older Americans Act. Expenditures are reported in OAAPS.</p>
Funding Sources	Title III-B, Other

Other Services: Health

Home Health Aide Service	
Service Definition	<p>The provision of health care tasks, personal hygiene services, housekeeping tasks, and other related support services essential to the older adult's health including:</p> <ul style="list-style-type: none"> • Assisting with tasks listed under Personal Care II services, as well as services specific to home health aide services: <ul style="list-style-type: none"> ○ Performing simple measurements and tests to routinely monitor the individual's medical condition ○ Preparing meals in accordance with modified diets or complex modified diets ○ Performing a maintenance exercise program ○ Using medical equipment, supplies, and devices ○ Changing dressings to stabilize surface wounds ○ Caring for an ostomy after the ostomy has achieved its normal function ○ Providing special skin care ○ Administering medication
Unit of Service	Each hour of service, excluding travel time. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Psychosocial Counseling	
New Stand-Alone Service (previously within Counseling)	
Service Definition	Individual or group counseling activities that help an older adult cope with problems and stressors that interfere with their health and social functioning.
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Other Services: Outreach

Outreach	
Service Definition	Activities initiated by the AAA or its contractors to identify potential clients and encourage their use of existing services and benefits. Outreach may be face-to-face or a telephone contact between a worker and an older adult.
Unit of Service	Each contact (each initial first contact made with an older adult).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Other Services: Public Information/Education

Public Information/Education	
Service Definition	<p>A planned effort to provide older adults and their community with information about services, resources, and entitlements. Activities include:</p> <ul style="list-style-type: none"> • The distribution of newsletters, flyers, pamphlets, and brochures • The use of mass media (broadcasting, publishing and/or internet) for news, features, and public activities • Public speaking by a service representative
Unit of Service	Each activity (each activity, event, or distribution of printed information to an individual).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Other Services: Socialization

Friendly Visiting
New Stand-Alone Service (previously within In-Home Contact and Support)

Service Definition	A scheduled visit to an older adult intended to provide socialization and recreation. Friendly visiting also provides an opportunity for the worker to observe the older adult's condition and circumstances.
Unit of Service	Each contact (each visit to an individual).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Recreation and Education	
Service Definition	Activities organized and scheduled that involve older adults in classes, workshops, recreation, and other activities that promote their health and social well-being. This includes recreation and education activities conducted in-person and virtually.
Unit of Service	Each session (one group session).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Telephone Reassurance	
New Stand-Alone Service (previously within In-Home Contact and Support)	
Service Definition	Regularly scheduled individualized two-way contact with an older adult that promotes social connection and includes follow-up as necessary and appropriate.
Unit of Service	Each contact.
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Other Services: Access Not Reported Elsewhere

NY Connects: Information and Assistance	
Service Definition	<p>The provision of NY Connects information and assistance has the following required elements:</p> <ul style="list-style-type: none"> • Must only be delivered by NY Connects trained staff as per NYSOFA requirements • Serves all populations regardless of age, income, or payment source • May be conducted in-person, through email, or by phone in a manner that meets the needs of the individual inquiring about services • Includes the No Wrong Door (NWD) screening process and use of the statewide NY Connects Resource Directory • Identification of long-term services and supports (LTSS) and other community supports to reflect the needs and preferences of the individual • Explanations about available services and supports, eligibility requirements, financial requirements for participation in programs, application assistance, and provider/service contact information • Referrals and/or assistance with public benefit applications, seamless connection to the NWD System partners and other agencies that serve a mutual consumer base for LTSS (e.g., Local Department of Social Services (LDSS), Local Government Unit or Single Point of Access, Office for People with Developmental Disabilities' Front Door network) • Linkages to appropriate community agencies/resources that have the skills and/or resources to provide a more intensive level of assistance (e.g., private case management), connection to critical pathway providers and other helping professionals across care settings, and arranging for additional support such as Person-Centered Options Counseling (PCOC) • Follow-up conducted to the greatest extent possible regarding status of referrals and satisfaction with prior interaction
Unit of Service	<p>Each contact.</p> <p><i>Refer to reporting tips in the NY Connects Reporting PI and the Quantitative Reporting instruction on NYSOFA's Budgeting and Reporting site. Each contact will contain a minimum of at</i></p>

least one service provided/action taken and could contain multiple. Consequently, it is important to accurately record all services provided/actions taken).

Funding Sources Title III-B, CSE, MIPPA, NY Connects, NY Connects Expansion and Enhancement (E&E), Medicaid*, Unmet Need, Other

* Excluding NY Connects Medicaid Administrative Claiming (MAC) and Federal Financial Participation (FFP)

NY Connects: Person-Centered Options Counseling

Service Definition Person-Centered Options Counseling (PCOC) is a service within NY Connects whereby individuals, family members and/or significant others are supported to develop a plan for addressing LTSS needs that align with their preferences, strengths, values, and needs. It can only be delivered by NY Connects staff who complete required PCOC training as per NYSOFA requirements.

PCOC includes one or more of the following:

- Conducting a person-centered interview to discover what is important to and important for the individual, helping them identify and weigh available options and make decisions
- Assisting in developing a person-centered service plan detailing the individual's decisions, immediate next steps and long-term objectives
- Assisting the individual to connect with public and privately funded services as needed

It must include follow-up over time to ensure individuals are meeting their objectives and accessing desired services.

Examples of situations associated with the PCOC category:

- Individuals with immediate long-term care needs (e.g., after a major life-changing event)
- Individuals who are planning for future needs
- Caregivers who need help in caring for someone
- Individuals who are transitioning from one setting to another, such as from the hospital to their homes

Unit of Service	Each contact.
Funding Sources	Title III-B, CSE, MIPPA, NY Connects, NY Connects E&E, Medicaid*, Unmet Need, Other * Excluding NY Connects Medicaid Administrative Claiming MAC and FFP

NY Connects: Public Education

Service Definition	<p>The provision of education to raise awareness about the availability of NY Connects and LTSS in the community. Its target audience includes individuals who are interested in or need LTSS, their caregivers, family members, and helping professionals. It includes:</p> <ul style="list-style-type: none"> • Accommodating the needs of diverse populations including but not limited to individuals who may be Medicaid eligible, utilizing private-pay options, underserved, part of culturally diverse populations, those with limited English proficiency, and lesbian, gay, bisexual, transgender, and queer (LGBTQ+) • Must include information regarding the range of LTSS, including resources and payors available to support those services • Messaging for the general community as well as targeted stakeholders who may serve as conduits to the LTSS system (e.g., LDSS staff, physicians, hospitals, social workers, adult protective staff, and law enforcement agencies) about the availability of NY Connects and how to access it • Materials that are culturally and linguistically sensitive, at a maximum eighth grade reading level, and that can be accessed by individuals with disabilities
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Unit of Service	Each activity (one unit per public education activity).
Funding Sources	Title III-B, CSE, MIPPA, NY Connects, NY Connects E&E, Medicaid*, Unmet Need, Other * Excluding NY Connects Medicaid Administrative Claiming MAC and FFP

Discount Program	
Service Definition	The preparation and issuance of an identification card that enables the card holder to receive a discount on goods and services offered by participating merchants.
Unit of Service	One Card (each card issued per individual).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Energy Assistance	
Service Definition	Activities on behalf of an older adult to help them access regular or additional benefits provided through the Home Energy Assistance Program (HEAP), weatherization programs, or other energy assistance programs.
Unit of Service	Each activity (each activity to assist the individual).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Financial/Tax Counseling	
New Stand-Alone Service (previously within Counseling)	
Service Definition	Counseling provided to older adults on tax and financial matters.
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Other Services: Other

MIPPA and HIICAP: Beneficiary Contact	
Service Definition	All contacts for the purpose of relaying information on Medicare and/or the State Health Insurance Program (SHIP)/ Health Insurance Information Counseling and Assistance Program (HIICAP), and other related information between a properly trained and state certified SHIP/HIICAP team member and a Medicare beneficiary or representative working on their behalf.
Unit of Service	Each contact (per individual).
Funding Sources	Title III-B, CSE, HIICAP, MIPPA, Unmet Need, Other

MIPPA and HIICAP: Media Outreach and Education	
New Service	
Service Definition	<p>A Media Outreach and Education activity is one in which general program or Medicare information is shared through a type of media and may include:</p> <ul style="list-style-type: none"> • Billboard: paper and electronic billboard advertisements (e.g., bus ads, billboards, benches, and other outdoor advertising). • Email: email blast or listserv message to a larger group. Do not include email communications with individual beneficiaries. Count the number of intended recipients of the email. • Magazine: magazine advertisement, feature, or story highlighting Medicare, HIICAP or MIPPA. Count the circulation of the magazine. To get this information, view the magazine's website or ask your contact at the magazine. • Newsletter: distribution of a local, regional, or state newsletter. Count the number of subscribers or intended recipients of the newsletter (print or electronic). • Newspaper: newspaper advertisement, feature, or story highlighting Medicare, HIICAP or MIPPA. Count the circulation of the newspaper. To get this

	<p>information, view the newspaper’s website or ask your contact at the newspaper.</p> <ul style="list-style-type: none"> • Radio: public service announcement or a live or recorded radio appearance to share Medicare, HIICAP or MIPPA information. Count the listeners of the radio. To get this information, view the media’s website or ask the media outlet. • Social media: use of social media platforms (e.g., Facebook, Twitter, YouTube, LinkedIn) for content that would not be considered group education (see guidance on Group Education). Count the post reach, impressions, or views on a monthly basis. • Television: a public service announcement or a live or recorded radio appearance to share Medicare, HIICAP or MIPPA information. Count the viewers of the television station. To get this, view the television station’s website or ask your contact at the television station. • Website: messaging shared through the state, regional, or local website to share Medicare, HIICAP, or MIPPA information. Count the visitors or users of your website or a particular page of your website. Count only your website, not other websites sharing your information. To get this, you can use Google Analytics. Note: Recorded educational sessions would not be counted here but instead as Group Outreach. • Other: other media not listed above (e.g., direct mailing of postcards, distributing flyers or brochures to partner locations like libraries, sending out pre-open enrollment appointment forms to previous clients, distributing print material to walk-in clients, materials distributed at fairs, or providing handouts to home delivered meal recipients). Count the number of intended recipients.
Unit of Service	Each activity (each activity, each media event, or each distribution of printed information).
Funding Sources	Title III-B, CSE, HIICAP, MIPPA, Unmet Need, Other

MIPPA and HIICAP: Group Outreach and Education	
New Service	
Service Definition	There are three types of Group Outreach and Education:

<ol style="list-style-type: none"> 1. Interactive presentation to the public: an interactive group educational presentation for sharing HIICAP/MIPPA-specific educational content with an intended public audience. <ul style="list-style-type: none"> • Content must be provided by a screened and trained team member or in coordination with an invited subject matter expert. • May be live or recorded and held in-person or through a web-based event, teleconference, or video conference. Typical formats include webinars, Facebook Live events, and YouTube videos. • Attendees must have the opportunity to ask questions at live events. If the event is recorded, it must include information on how attendees can contact a trained team member with questions. • Counselor trainings, booths, and exhibits may not be counted as an interactive presentation. 2. Booth or exhibit: events where general information or HIICAP/MIPPA-specific information and/or printed fact sheets are shared with or distributed to the public. Purpose is to inform the public about the availability of HIICAP/MIPPA services in their area. 3. Enrollment event: enrollment is the key objective and team members are on hand to assist with enrollment activities (e.g., submitting an application). <ul style="list-style-type: none"> • Event may be either solely sponsored by HIICAP and/or MIPPA or sponsored in partnership with another organization (e.g., Social Security Administration). 	
Unit of Service	Each activity (each activity, each media event, or each distribution of printed information).
Funding Sources	Title III-B, CSE, HIICAP, MIPPA, Unmet Need, Other

Employment	
Service Definition	<p>Any activity that results in increased employment opportunities for older adults. Activities include:</p> <ul style="list-style-type: none"> • Recruitment of potential employees and employers • Assessment of work experiences and skills

	<ul style="list-style-type: none"> • Job counseling • Subsidized employment • Training to upgrade job-seeking skills and obtain job skills • Job development • Job placement, referral services, and supportive services
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Shopping Assistance	
New Stand-Alone Service (previously within In-Home Contact and Support)	
Service Definition	<p>Shopping assistance to help participants obtain food and other basic necessities in the interest of safety and convenience. The older adult may participate in the shopping to the degree that they are able and prefer or the shopping may be done on behalf of individuals who are unable to get out. Deference should be given to a participant's preferred merchants and to convenience.</p> <p><i>Note: Shopping Assistance is the facilitation of a purchase. If a purchase is made using program funds and not the older adult's funds, report also as Consumable Supplies.</i></p>
Unit of Service	Each contact (per individual).
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Volunteer Services Program	
Service Definition	A program that connects older adults to volunteer opportunities in the community. Activities include recruitment, training/mentoring, and placement of older adult volunteers.

Unit of Service	Each participant.
Funding Sources	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other

Family Caregiver Services: Registered

Caregiver Counseling	
Service Definition	<p>A service designed to support caregivers and assist them in their decision-making and problem solving. Counselors are service providers, degreed and/or credentialed as required by state policy, who are trained to work with older adults and families, specifically to understand and address the complex physical, behavioral, and emotional issues and challenges related to caregiver roles. This includes counseling to individuals or groups.</p> <p><i>Note: Caregiver Counseling is a separate function from Caregiver Support Group activities and Caregiver Training.</i></p>
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	<p>Title III-B, Title III-E (caregiver or older relative caregiver), CRC, CSE, CSI, Unmet Need, Other</p> <p><i>Note: Title III-B, CSE, and CSI may only be used if the caregiver is 60 years old or older.</i></p>

Caregiver Training	
Service Definition	<p>A service that provides family caregivers with instruction to improve knowledge and performance of specific skills related to their caregiving roles and responsibilities. Skills include:</p> <ul style="list-style-type: none"> • Activities related to health, nutrition, and financial management • Provision of personal care

	<ul style="list-style-type: none"> • Communication with health care providers and other family members <p>Training includes use of evidence-based programs and may be conducted in-person or online and provided in individual or group settings.</p>
Unit of Service	Each hour of service, excluding travel time. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	<p>Title III-B, Title III-E (caregiver or older relative caregiver), CRC, CSE, CSI, Unmet Need, Other</p> <p><i>Note: Title III-B, CSE, and CSI may only be used if the caregiver is 60 years old or older.</i></p>

Assistance: Case Management for Caregiver	
Service Definition	<p>A service provided to a caregiver, at the direction of the caregiver, by a case manager who is trained and certified in assessing the needs of the caregiver, and arranging, coordinating, and monitoring their services to ensure their needs are being met. Includes services such as:</p> <ul style="list-style-type: none"> • Comprehensive assessment of the caregiver and/or the assessment and monitoring of the needs of the care receiver. • Development and implementation of a support plan with the caregiver to mobilize the formal and informal resources and services identified in their comprehensive assessment to meet their needs • Coordination and monitoring of formal and informal service delivery • Periodic reassessment and revision of the caregiver's status • Advocacy on behalf of the caregiver for needed services or resources, in accordance with the caregiver's wishes
Unit of Service	Each hour of service (partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).

Funding Sources	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, Unmet Need, Other
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Caregiver Supplemental Services	
Service Definition	Goods and services provided on a limited basis to complement the care provided by caregivers. Supplemental services may be provided to the caregiver, the care receiver, or both.
Service Domain	Service Type
Assistive Technology/Durable Equipment/Emergency Response	<ul style="list-style-type: none"> • Assistive Devices/Equipment • Emergency Response Monitoring • Household Appliance • Technologies and Innovations
Consumable Supplies	<ul style="list-style-type: none"> • Consumable Supplies
Home Modifications/Repairs	<ul style="list-style-type: none"> • Home Maintenance/Repair • Home Modifications
Legal/Financial Consultation	<ul style="list-style-type: none"> • Legal and/or Financial Consultation
Homemaker/Chore/Personal Care	<ul style="list-style-type: none"> • Homemaker/Chore/Personal Care
Transportation	<ul style="list-style-type: none"> • Transportation • Assisted Transportation
Nutrition Services	<ul style="list-style-type: none"> • Home Delivered Meals <ul style="list-style-type: none"> ○ NSIP Eligible Home Delivered Meals ○ NSIP Ineligible Home Delivered Meals • Congregate Meals <ul style="list-style-type: none"> ○ NSIP Eligible Congregate Meals ○ NSIP Ineligible Congregate Meals • Nutrition Counseling • Nutrition Education
Other	<ul style="list-style-type: none"> • Socialization • Telephone Reassurance • Care Expenses Support • Other

Unit of Service	Varies according to services offered (possible units are item, monthly fee, activity, meal, one-way trip, and hours per individual).
Funding Sources	<p>Title III-B, Title III-E (caregiver or older relative caregiver), CSE, CSI, State Transportation, Unmet Need, Other</p> <p><i>Notes: Title III-B, CSE, and CSI may only be used if the caregiver is 60 years old or older.</i></p> <p><i>State Transportation may be used to transport the individual or to cover the cost of transportation to provide the service in the individual's residence.</i></p> <p><i>CSI is only allowable for the following supplemental services:</i></p> <ul style="list-style-type: none"> • <i>Legal and Financial Consultation</i> • <i>Congregate Meals</i> • <i>Nutrition Counseling</i> • <i>Nutrition Education</i> • <i>Assisted Transportation</i> • <i>Transportation</i> • <i>Socialization</i> • <i>Other</i>

Respite Care: In-Home	
Service Definition	<p>A respite service provided in the home of the caregiver or care receiver and allows the caregiver time away to do other activities. During respite, other activities such as personal care services, may be provided to offer additional support to the caregiver or care receiver.</p> <p>Specify service delivery model as:</p> <ul style="list-style-type: none"> • Caregiver Directed or • Not-Caregiver-Directed or • Respite Voucher
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).

Funding Sources	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, EISEP, Unmet Need, Other <i>Note: EISEP funding may not be used for Respite Voucher.</i>
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Respite Care: Out-of-Home (Day)

Service Definition	<p>A respite service provided in settings other than the caregiver/care receiver’s home, including adult day care, senior center, or other non-residential setting (in the case of older relatives raising children, day camps), where an overnight stay does not occur, thereby allowing the caregiver time away to do other activities.</p> <p>Specify service delivery model as:</p> <ul style="list-style-type: none"> • Caregiver Directed or • Not-Caregiver-Directed or • Respite Voucher
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Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
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Funding Sources	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, CSI, EISEP, Unmet Need, Other <i>Note: EISEP funding may not be used for Respite Voucher.</i>
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Respite Care: Out-of-Home (Overnight)

Service Definition	<p>A respite service provided in a residential setting (e.g., nursing home, assisted living facility, family type home, or summer camp setting for older relatives raising children) where a care receiver is residing on a temporary basis for a full 24-hour period. This service provides the caregiver with time away to do other activities.</p> <p>Specify service delivery model as:</p> <ul style="list-style-type: none"> • Caregiver Directed or • Not-Caregiver-Directed or
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	<ul style="list-style-type: none"> • Respite Voucher
Unit of Service	Each hour of service. Partial hour may be reported to two decimal places, in 15-minute increments (e.g., .25 hours).
Funding Sources	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, CSI, Unmet Need, Other

Family Caregiver Services: Non-Registered

Caregiver Support Groups	
Service Definition	A service that is led by a trained individual, moderator, or professional, as required by state policy, to facilitate discussion among caregivers about their common experiences and concerns and to 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 Title III-E funding, caregiver support groups do 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 who possesses training and/or credentials as required by state policy.
Unit of Service	Each session (the number of attendees per session should also be captured and reported).
Funding Sources	Title III-B, Title III-E (caregiver or older relative caregiver), CRC, CSE, CSI, Unmet Need, Other

Assistance: Information and Assistance (Caregiver)	
Service Definition	<p>A service that:</p> <ul style="list-style-type: none"> • Provides caregivers with current information on opportunities and services available within their communities, including information related to Assistive Technology. • Assesses the problems and capacities of caregivers. • Links caregivers to the opportunities and services that are available.

	<ul style="list-style-type: none"> • Establishes adequate follow-up procedures to ensure caregivers receive the services needed and are aware of the opportunities available to them, to the maximum extent practicable. • Serves the entire community of older adults, particularly: <ul style="list-style-type: none"> ○ Older adult caregivers in greatest economic and social need. ○ Older relative caregivers of individuals with disabilities or children with severe disabilities. ○ Family caregivers who provide care for individuals with Alzheimer’s disease and related disorders with neurological and organic brain dysfunction. ○ Caregivers of individuals who are unable to perform at least two ADLs without substantial human assistance, including verbal reminding, physical cueing, or supervision; and/or cognitive or other 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. <p>Information and assistance for the caregiver may be provided in person, by phone, email or other communication in writing.</p>
Unit of Service	Each contact.
Funding Sources	Title III-B, Title III-E (caregiver or older relative caregiver), CRC, CSE, CSI, Unmet Need, Other

Caregiver Information (Public)	
Service Definition	<p>A public and media activity that conveys information to caregivers about available services, which may 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 event.</p> <p><i>Note: Unlike Information and Assistance, this service is not tailored to the needs of the individual caregiver.</i></p>

Unit of Service	Each activity (estimated reach should also be reported, e.g., one presentation (one activity) reaching an estimated 25 caregivers).
Funding Sources	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, CSI, Unmet Need, Other

Alphabetical Quick Look-Up Table

Service Type (click link for definition)	Domain	Unit	Funding Sources	Page Number
Aging in Place Consultation	Other Services: Home Modifications/Repairs	Hour	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	15
Assistance: Case Management for Caregiver	Family Caregiver Services: Registered	Hour	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, Unmet Need, Other	29
Assistance: Information and Assistance (Caregiver)	Family Caregiver Services: Nonregistered	Contact	Title III-B, Title III-E (caregiver or older relative caregiver), CRC, CSE, CSI, Unmet Need, Other	33
Assisted Transportation	Aging Services	Trip	Title III-B, Title III-C-1, CSE, CSI, EISEP, *State Transportation, Unmet Need, WIN, Other	6
Assistive Device/Equipment	Other Services: Assistive Technology	Item	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	11
Caregiver Counseling	Family Caregiver Services: Registered	Hour	Title III-B, Title III-E (caregiver or older relative caregiver), CRC, CSE, CSI, Unmet Need, Other	28
Caregiver Information (Public)	Family Caregiver Services: Nonregistered	Activity	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, CSI, Unmet Need, Other	34

Service Type (click link for definition)	Domain	Unit	Funding Sources	Page Number
Caregiver Supplemental Services	Family Caregiver Services: Registered	Varies	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, CSI, *State Transportation, Unmet Need, Other	30
Caregiver Support Groups	Family Caregiver Services: Nonregistered	Session	Title III-B, Title III-E (caregiver or older relative caregiver), CRC, CSE, CSI, Unmet Need, Other	33
Caregiver Training	Family Caregiver Services: Registered	Hour	Title III-B, Title III-E (caregiver or older relative caregiver), CRC, CSE, CSI, Unmet Need, Other	28
Case Management	Aging Services	Hour	Title III-B, CSE, EISEP, Unmet Need, WIN, Other	5
Chore	Aging Services	Hour	Title III-B, CSE, EISEP, Unmet Need, Other	3
Congregate Meals	Aging Services	Meal	Title III-C-1, CSE, EISEP, Unmet Need, WIN, Other	6
Consumable Supplies	Other Services: Consumable Supplies	Activity	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	13
Crime and Safety Services	Other Services: Elder Abuse Prevention/Elder Rights	Participant	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	15
Discount Program	Other Services: Access Not Reported Elsewhere	One Card	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	23

Service Type (click link for definition)	Domain	Unit	Funding Sources	Page Number
Elder Abuse Education and Outreach	Other Services: Elder Abuse Prevention/Elder Rights	Activity	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	15
Emergency Response Monitoring	Other Services: Assistive Technology	Month	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	12
Employment	Other Services: Other	Hour	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	26
Energy Assistance	Other Services: Access Not Reported Elsewhere	Activity	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	23
Financial/Tax Counseling	Other Services: Access Not Reported Elsewhere	Hour	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	23
Friendly Visiting	Other Services: Socialization	Contact	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	18
Health Promotion: Evidence Based	Aging Services	Participant	Title III-B, Title III-D, CSE, CSI, EISEP, Unmet Need, Other	10
Health Promotion: Not Evidence Based	Aging Services	Participant	Title III-B, CSE, CSI, EISEP, Unmet Need, Other	10
Home Delivered Meals	Aging Services	Meal	Title III-C-2, CSE, EISEP, Unmet Need, WIN, Other	3

Service Type (click link for definition)	Domain	Unit	Funding Sources	Page Number
Home Health Aide Service	Other Services: Health	Hour	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	17
Home Maintenance/Repair	Other Services: Home Modifications/Repairs	Job	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	14
Home Modifications	Other Services: Home Modifications/Repairs	Job	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	14
Household Appliance	Other Services: Assistive Technology	Item	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	13
Information and Assistance	Aging Services	Contact	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, Unmet Need, WIN, Other	9
Legal Assistance	Aging Services	Hour	Title III-B, CSE, Unmet Need, Other	8
Long-Term Care Ombudsman	Other Services: Elder Abuse Prevention/Elder Rights	Not Applicable	Title III-B, Other	16
MIPPA and HIICAP: Beneficiary Contact	Other Services: Other	Contact	Title III-B, CSE, HIICAP, MIPPA, Unmet Need, Other	24
MIPPA and HIICAP: Group Outreach and Education	Other Services: Other	Activity	Title III-B, CSE, HIICAP, MIPPA, Unmet Need, Other	25

Service Type (click link for definition)	Domain	Unit	Funding Sources	Page Number
MIPPA and HIICAP: Media Outreach and Education	Other Services: Other	Activity	Title III-B, CSE, HIICAP, MIPPA, Unmet Need, Other	24
Nutrition Counseling	Aging Services	Hour	Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	7
Nutrition Education	Aging Services	Session	Title III-C-1, Title III-C-2, CSE, CSI, Unmet Need, WIN, Other	8
NY Connects: Information and Assistance	Other Services: Access Not Reported Elsewhere	Contact	Title III-B, CSE, MIPPA, NY Connects, NY Connects Expansion and Enhancement (E&E), Medicaid*, Unmet Need, Other	20
NY Connects: Person-Centered Options Counseling	Other Services: Access Not Reported Elsewhere	Contact	Title III-B, CSE, MIPPA, NY Connects, NY Connects Expansion and Enhancement (E&E), Medicaid*, Unmet Need, Other	21
NY Connects: Public Education	Other Services: Access Not Reported Elsewhere	Activity	Title III-B, CSE, MIPPA, NY Connects, NY Connects Expansion and Enhancement (E&E), Medicaid*, Unmet Need, Other	22
Outreach	Other Services: Outreach	Contact	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	18
Personal Care I (Homemaker)	Aging Services	Hour	Title III-B, CSE, EISEP, Unmet Need, Other	2

Service Type (click link for definition)	Domain	Unit	Funding Sources	Page Number
Personal Care II	Aging Services	Hour	Title III-B, CSE, EISEP, Unmet Need, Other	2
Psychosocial Counseling	Other Services: Health	Hour	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	17
Public Information/Education	Other Services: Public Information/Education	Activity	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	18
Recreation and Education	Other Services: Socialization	Session	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	19
Respite Care: In-Home	Family Caregiver Services: Registered	Hour	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, EISEP, Unmet Need, Other	31
Respite Care: Out-of-Home (Day)	Family Caregiver Services: Registered	Hour	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, CSI, EISEP, Unmet Need, Other	32
Respite Care: Out-of-Home (Overnight)	Family Caregiver Services: Registered	Hour	Title III-B, Title III-E (caregiver or older relative caregiver), CSE, CSI, Unmet Need, Other	32
Shopping Assistance	Other Services: Other	Contact	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	27
Social Adult Day Care (SADC)	Aging Services	Hour	Title III-B, CSE, Unmet Need, Other	4

Service Type (click link for definition)	Domain	Unit	Funding Sources	Page Number
Social Adult Day Services (SADS)	Aging Services	Hour	Title III-B, CSE, EISEP, Unmet Need, Other	4
Technologies and Innovations	Other Services: Assistive Technology	Participant	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	12
Telephone Reassurance	Other Services: Socialization	Contact	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	19
Transportation	Aging Services	Trip	Title III-B, Title III-C-1, CSE, CSI, EISEP, *State Transportation, Unmet Need, WIN, Other	8
Volunteer Services Program	Other Services: Other	Participant	Title III-B, Title III-C-1, Title III-C-2, CSE, CSI, EISEP, Unmet Need, WIN, Other	27