

Support Services

Provision of any or all Title III-B, Support Services as described in Section 321 of the Older Americans Act (OAA); with emphasis on identifying and serving low income, rural, minority and limited English proficient older individuals. These services may include Health Services, Socialization, Support Services including Information & Assistance, and Transportation and a wide variety of other supportive services that enrich and stabilize the lives of seniors and enable seniors to remain in their homes for as long as possible.

Health Services in Health Education, Health Exercise, and Disease Prevention and Health Promotion (including mental health services):

- a) health education and training;
- b) services designed to provide health screening (including mental health screening) to detect or prevent illnesses;
- c) exercise programs (physical and mental): services designed to enable older individuals to attain and maintain physical and mental well-being through programs of regular physical activity, exercise, music therapy, art therapy and dance-movement therapy;
- d) services designed to support providers to carry out and coordinate activities for older adults with respect to mental health services, including outreach for, education concerning, and screening for services for such services, and referral to such services for treatment;
- e) activities to promote and disseminate information about life-long learning programs, including opportunities for distance learning;
- f) health education services, including information concerning prevention, diagnosis, treatment and rehabilitation of age-related diseases and chronic disabling conditions; and
- g) services designed to enable mentally impaired older individuals to attain and maintain emotional well-being and independent living through a coordinated system of support services.

Socialization Services: Services designed to encourage and assist older individuals to use the facilities and services (including information and assistance services) available to them, including language translation services to assist older individuals with limited English proficiency to obtain services under this title.

Support Services (including but not limited to: information referral, education, forms assistance, material aide, volunteer, and outreach)

- a) Services designed to:
 - 1) Assist older individuals to obtain adequate housing, including residential repair;
 - 2) Adopt homes to meet the needs of older individuals who have physical disabilities;
 - 3) Prevent unlawful entry into residences of older individuals through the installation of security device and through structural modifications or alterations; or
 - 4) To assist older individuals in obtaining housing for which assistance is provided under programs of the Department of Housing and Urban Development;

- b) Services designed to provide to older individuals legal assistance and other counseling services and assistance, including;
 - 1) Tax counseling and assistance, financial counseling and counseling regarding appropriate health and life insurance coverage;
 - 2) Representation:
 - (i) Of individuals who are wards (or are allegedly incapacitated); and
 - (ii) In guardianship proceedings of older individuals who seek to become guardians, if other adequate representation is unavailable in the proceedings; and
 - 3) Provision of counseling to older individuals who provided uncompensated care to their adult children with disabilities to assist such older individuals with permanency planning for such children;
- c) Services for older individuals designed to provide pre-retirement counseling and assistance in planning for and assessing future post-retirement needs;
- d) Services of an ombudsman at the State level to receive, investigate and act on complaints by older individuals who are residents of long-term care facilities and to advocate for the well-being of such individuals;
- e) Provision of services and assistive devices (including provision of assistive technology services and assistive technology devices) which are designed to meet the unique needs of older individuals who are disabled, and of older individuals who provide uncompensated care to their adult children and disabilities;
- f) Services to encourage the employment of older workers, including job and second career counseling and, where appropriate, job development, referral and placement;
- g) Crime prevention services and victim assistance programs for older individuals;
- h) A program, to be known as "Senior Opportunities and Services", designed to identify and meet the needs of low-income older individuals in one or more of the following areas;
 - 1) Development and provision of new volunteer services;
 - 2) Effective referral to existing health (including mental health), employment, housing, legal, consumer, transportation, and other services;
 - 3) Stimulation and creation of additional services and programs to remedy gaps and deficiencies in present existing services and programs;
- i) Services for the prevention of abuse of older individuals in accordance with Chapter 3 of Subtitle A of the Title VII and Section 307(a)(12);
- j) In-service training and State leadership for legal assistance activities;
- k) Services designed to support family members and other persons providing voluntary care to older individuals who need long-term care services;
- l) Services designed to provide information and training between students and older individuals who are or may become guardians and representatives payees and on alternatives to guardianships;
- m) Services to encourage and facilitate regular interaction between students and older individuals, including services for older individuals with limited English proficiency and visits in long-term care facilities, multipurpose senior centers and other settings; and
- n) Any other services necessary for the general welfare of older individuals, if such services meet standards prescribed by the Assistant Secretary and are necessary for the general welfare of older individuals.

Transportation Services - services to facilitate access to supportive services or nutrition services and services provided in conjunction with local transportation service providers, public transportation agencies and other local government agencies, that result in increased provision of such transportation services for older individuals.