

Title III-B Support Services Policy and Procedure
Appendix C - Categories of Services for A&D Reporting

Service Category <i>(Overseen by center staff)</i>	Service <i>(A unit of service is a direct contact or encounter)</i>	Sub-Service <i>(Included but not limited to the following...)</i>	Examples and Notes		
<u>Health Services</u>	Health Educations – Check Funding Source <i>(Occurrence)</i>	General Health Education	<i>Mini Health Fair</i> <i>Gatekeeper, Train the Trainer</i> <i>Diabetes Education Class</i>		
		Mental Health	<i>Facts about Alzheimer</i> <i>Mental Health concerns of people with Chronic Disease</i> <i>Depression in Older Adults</i> <i>Mental Wellness is for Everyone</i> <i>Stress management</i> <i>General Mental Health Seminar</i>		
		Health Exercises – Check Funding Source <i>(Activity)</i> <i>(previous sub-service “Exercise Room” was removed)</i>	Physical Activity	<i>Aerobic, Wii Exercise</i> <i>Tai Chi and Yoga</i> <i>Walking</i> <i>Line Dancing</i> <i>Water Aerobic</i>	
			Clinics	<i>Blood pressure Clinic</i> <i>Flu Shot Clinic</i> <i>Foot Care Clinic</i> <i>Hepatitis B/Pneumonia Shot Clinic</i> <i>Massage</i>	
				Support Groups	<i>Diabetes Support Groups</i> <i>AA Support Group</i> <i>Peer Support</i>
				Health Screenings	<i>Depression Screening</i> <i>Hearing, Vision Screening</i> <i>Fall Prevention/Stability Screening</i> <i>Pre-Diabetic/Cholesterol Screening</i> <i>Respiratory Screening</i> <i>Other Sponsored Preventive Health Services Screening</i>

<i>Service Category</i>	<i>Service</i>	<i>Sub-Service</i>	<i>Examples and Notes</i>
<u>Socialization Services</u>	Clubs/Group Activities (Occurrence)	Book Clubs	<i>Study Group</i>
		Monthly Movies	
		Special Event Parties	
		Morning Break Socials	
		Pot Luck Dinner	
		Field-Trips	<i>Scheduled sight-seeing trips, out-of-town tours for recreational purpose (Can't count toward Transportation Services, must be one unit per a round-trip transport)</i>
		Organized recreational activities	<i>Off-site Movie Nights, Square Dance, 50's Choir, etc.</i>
	Games (Activity) <i>(previous sub-service "Bunco" was removed)</i>	Bingos	
		Card Games	<i>Board games, Mahjong & Bunco</i>
		Pool/Billard	
	Crafts (Occurrence)	Art Classes	
		Quilting Classes	
		Ceramic Classes	
	Shoppings (Per Round Trip)		<i>Organized Shopping Trips for daily necessities.</i>

<i>Service Category</i>	<i>Service</i>	<i>Sub-Service</i>	<i>Examples and Notes</i>
Support Services (previous services "Resource Assistance", "Public Information – Newsletters" were removed)	Chores (1 Hour) (not covered by other programs)	Handymans	<i>Performance light household tasks provided in a person's home and possibly other community settings. Tasks may include yard work or sidewalk maintenance. Minor repairs, sewing alterations, etc...</i>
			<i>Minor house keeping</i>
			<i>Snow removal</i>
			<i>Yard maintenance (mowing)</i>
	Education/Trainings (Session)	Client & Staff Education/Training	<i>Run errands for home bound seniors</i>
			<i>A service that provides instruction to improve knowledge and performance of specific skills. Training may be conducted in-person or on-line, and be provided in individual or group settings.</i>
			<i>Elder Abuse Prevention</i>
			<i>Sign language</i>
			<i>Lectures</i>
			<i>Sensitivity Training</i>
			<i>55 Alive</i>
			<i>Older Driver Education</i>
	<i>Computer Class</i>		
Counselings (Occurrence) (as defined by NAPIS, previous sub-service, Pension and Counseling was removed)	Financial or Legal Referrals	<i>Workshops & CPR Classes</i>	
		<i>Mini Seminar</i>	
Crisis Interventions (Occurrence) (previous sub-services "Eye Glasses Repair", "Hearing Repair" were removed)	Physical or Living Aids Intervention	<i>Vendor Exhibits, Public Presentation</i>	
		<i>Non-mental health related counseling. Assessment and Referral Services.</i>	
	Respite – Vol	<i>Services provided to meet immediate needs for older individuals to be able to live in a safe environment. Minor eye-glasses repair, hearing aid battery replacement or minor repair, etc...</i>	
Information & Assistances (Per Contact) (previous sub-service "Legal Assistances", "Home Health", and "Material Aid" were removed)	Community Resources Coordination	<i>Eye Glasses Repair, Hearing Aid Repair</i>	
		<i>Adult Daycare dropped-in service, or referral to Title III-E or Medicaid Family Choice Services, etc...</i>	
			<i>Housing, Financial Management, Legal Assistance, and Referral Services.</i> <ul style="list-style-type: none"> • <i>Provides the individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology</i> • <i>Assesses the problems and capacities of the individuals</i> • <i>Links the individuals to the opportunities and services that are available;</i> • <i>To the maximum extent practicable, ensures that the individuals receive the services needed by the individuals, and are aware of the opportunities available to the individuals, by establishing adequate follow-up procedures</i> • <i>Serves the entire community of older individuals, particularly:</i> <ul style="list-style-type: none"> ○ <i>older individuals with greatest social need</i>

		<ul style="list-style-type: none"> ○ <i>older individuals with greatest economic need</i> ○ <i>older individuals at risk for institutional placement</i>
	Forms Assistances	<i>Housing</i> <i>Disability (SSA)</i> <i>Employment</i> <i>Tax Assistance</i> <i>LEIP</i> <i>Letter writing and reading</i> <i>Follow-up of information and referral</i>
	Resource Assistance	<i>Loan Closet or material aids.</i> <i>Food Bank</i> <i>Library for Video and Book</i>
Outreaches (Contact) (End "Follow-up of Out Reach", "Web site" were removed.)	Advocacy	<i>Assist client with social needs</i>
	Telephonings	<i>Status and welfare checks</i>
	Visitings	<i>Provide support to homebound or transitioning eligible participants who have returned from long-term care facility to community living environment.</i>
Public Information (1 Unit, Number of Consumers/Viewers) (Previous sub-service "News Letter-IA" was removed. Add "Article" and "Social Media")	Article (This service aggregate count only)	<i>Newsletters and publications, i.e. information flyers to share special events with eligible participants.</i>
	Social Media (This service aggregate count only)	<i>Face-book, twitters, etc.... i.e. the number of views (aggregate count) per post (1 unit)</i>
Volunteering (1 Hour) (Previous sub-service "Peer Support – Vol" was removed)		<i>Setting up or in support of a special event or meeting.</i>
		<i>Peer Support Volunteer, Welcoming Committee</i>

<i>Service Category</i>	<i>Service</i>	<i>Sub-Service</i>	<i>Examples and Notes</i>
<u>Transportation Services</u>	Transportations (1 one-way trip(s))	Local	Routine schedule or curb to curb transportation. Each one way travel is a unit. A unit is from one location to another location. Transportation Services or activities that provide or arrange for the travel of individuals from one location to another. Does not include any other activity.
		Out-of-Town Trips	
		Organized Trips	Once a week grocery trip, medical appointments
	Assisted Transportations – (1 one-way trip(s))	Handicapped Trip	Assistant required, one-on-one services for older individuals with physical, mental impairment or memory problems. Assisted Transportation. Services or activities that provide or arrange for the travel of individuals from one location to another. This service includes escort or other appropriate assistance for a person who has difficulties (physical or cognitive) using regular vehicular transportation. Does not include any other activity.
		Handicapped - Out-of-Town Trip	
		Wheelchair Trip	
		Wheelchair Out-of-Town Trip	

Key	
Blue Highlight	A new addition to A&D, either a service or a sub-service
Yellow Highlight	Important changes, notes and removal of services
Purple Text	Examples of possible activities/events you can run and add under the A&D service/sub-service names
Red Text	Important definitions