



Title III-B Support Services

Policy & Procedures

Manual

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Aging Division, Community Living Section

Title III-B Supportive Services

Policy and Procedures

Community Living Section

The Community Living Section (CLS) is a section within the Wyoming Department of Health's Aging Division. The CLS houses multiple programs, primarily under the direction of the Older Americans Act of 1965 amended in 2020.

Please contact Title III B Program Manager Betty Sones if you have any questions about the Title III B Program: betty.sones@wyo.gov - 307-777-6321

Introduction to Title III-B 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. The Title III-B Program provides funding for the development of comprehensive and coordinated services systems that allow older adults to lead independent, meaningful, and dignified life in their own home and communities. The grantee for the Title III-B funding must be a community facility for the organization and provision of a broad spectrum of services, which shall include provision of health (including mental and behavioral health), social, nutritional, and educational services and the provision of facilities for recreational activities for older individuals. (Source: OAA). The services provided 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.

Eligibility for Title III-B Services

Client must be 60 years of age or older, with particular attention to serving economically and socially vulnerable older adults and rural residents.

The Title III-B Supportive Services program provides funding for services to support and enable State and community agencies serving older individuals, 60 and older, to:

1. Access services to remain independent living and continue to be active members in their communities

2. Provide health education and information to increase the quality of life of older Americans, especially for those who have the greatest economic needs and those with limited English proficiency
3. Promote physical activities and healthy life style to prevent pre-mature institutionalization

Grant Funding Application Terms and Conditions

In order to apply to be a provider for Title III-B Services in Wyoming, an organization must apply during the competitive grant year. At this time, public notices are published in statewide newspapers. Organizations then request an application, based upon the instructions of the public notice, in order to apply.

Title III-B Grantees Rules to Abide By

1. A grantee must act in accordance with all applicable laws, regulations, policies and procedures of the Title III-B Supportive Services Program, Community Living Section, Aging Division, and the State of Wyoming, as well as applicable federal regulation and law. The provision of any or all Title III-B are described in Section 321 of the Older Americans Act, 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 support services that enrich and stabilize the lives of seniors.
2. Funds that may be awarded as a result of this request are to be expended for the purposes set forth, herein, and as approved by the Aging Division. A grantee must properly account for and report on funds from all sources, as outlined in the Grant Application approved by the Aging Division.
3. After a grant has been awarded, any proposed changes to the program plan, as detailed in the application, shall be submitted in writing to, and approved by, the Aging Division. Upon written notification of approval, the changes shall be deemed incorporated into, and will become a part of this agreement.
4. No part of any grant may be used to pay the costs of attempting to influence legislation or appropriations pending before either the State, Local, or Federal Governing bodies (e.g. Legislature, Congress, County Commissioners, etc). No part of any grant may be used to

pay the salaries of any person attempting to influence legislation or appropriations at the State, Local, or Federal level.

5. Funds awarded by the Aging Division may be suspended or terminated, or a program may be placed on probationary status at any time for violations of any terms and requirements of this and any subsequent agreements or contracts. The length and terms of probationary status will be determined by the Senior Administrator of the Wyoming Department of Health, Aging Division.

Required Local Policies

Local policies are policies that provider organizations have put into place to govern day to day business. Each provider organization may have multiple local policies that they follow. CLS does have some topics that require a provider to maintain a policy.

- ***Adult Protective Services (APS) Policy:*** Each provider organization must have an APS policy in place. This policy must define what abuse, neglect, and exploitation are and provide a process in which employees can follow if they suspect abuse neglect, or exploitation of a Title III-B Program eligible participant.
- ***Tips, Gratuities, and Gifts Policy:*** Staff members who are employed by the provider are prohibited from accepting any and all individual gratuities, gifts, property, tips, or other incentives from the consumer or the consumer’s family. Under no circumstances will it be acceptable for any staff to accept cash or cash equivalent as an individual gift, gratuity or additional payment for services. Each funded contractor shall develop a written policy and procedure to enforce this policy.
- ***Waiting List Policy and Procedure:*** It is the responsibility of each provider to establish a written policy on waiting list procedures. This policy should include how an eligible participant is put on the waiting list, how an eligible participant comes off the waiting list, and if the eligible participant is not ready to come off the list, where does that eligible participant go on the list.
- ***Emergency Preparedness Plan:*** Each provider shall have an emergency preparedness procedure in which all Title III-B Program staff will be trained in. A disaster or emergency may be a local, community, regional, or statewide event. Disasters or emergencies may include, but are not limited to:
 - ***Tornadoes;***
 - ***Fires;***
 - ***Floods;***
 - ***Blizzards;***
 - ***Power outages;***

- *Vehicle wrecks;*
- *Declared health crises.*

Provider Organizations

Title III-B Fund is granted out to Senior Centers/providers by service areas in the 23 counties throughout the State. Every two (2) years the program is put out for a competitive application. Providers are required to submit the letter of intent and the competitive grant application. Year two (2) is continuation grant year, in which the provider who is awarded the grant in the competitive year, maintains the program with an annual continuation grant application.

When an organization applies to become a provider of Title III-B Services in their service area, they must select which category of service(s) they are going to provide – Health Services, Socialization Services, Support Services, and Transportation Services.

Location of Services

Title III-B Services can be provided on-site (in-house) or off-site. These services must be structured, organized, and overseen by assigned senior center's staff or volunteer. Participants of Title III-B Services must be entered into the A&D system by the 15th day of the following month for services provided for the prior month.

Fiscal responsibilities - Program Expenditures

When a provider organization submits an application for Title III-B grant funds, it is required that the organization turn in a full, detailed proposed budget for all funds that will be used for the program. This includes the requested federal funds, state funds, local funds, projected program income, in-kind, and any other sources of funds that will be used for the Title III-B services.

- ***Federal Funds Amount:*** Each provider will be notified of the allotted amount of Title III-B federal funds they can request. This will be done when the grant application is sent out to all providers, in the spring of each year.
- ***State Funds Amount:*** Each provider will be notified of the allotted amount of Title III-B state funds they can request. This will be done when the grant application is sent out to all providers, in the spring of each year.
- ***Program Income:*** Funds that are voluntarily contributed by Title III-B program participants for the services they are receiving. These funds must be used first, before any other funds, to supplement the Title III-B program.

- **Matching Funds:** Each provider organization must provide at least the minimum percent of local matching funds as outlined in the provider agreement, based on actual expenses, to be applied as a local match for its budget. Matching funds may include non-federal public or private funds, local cash, or in-kind. Funds used for match in the Title III-B program may not be duplicated as match in any other programs.
- **In-Kind Funds:** In-kind funds come in the form of the value of personnel, goods, and services. Provider organizations must document the contributed resource of value.

Cost Principles

Each grantee must be able to identify and segregate costs on the basis of a process that assigns cost commensurate with the benefits provided to individual projects or programs. As per OMB Circular A-122, Cost Principles for Non-Profit Organizations, a cost is allocable to an award if it is:

1. Treated consistently with other costs incurred for the same purpose in like circumstances; and
2. Distributed in reasonable proportion to the benefits received or is necessary to the overall operation of the organization although a direct relationship to any particular cost objective cannot be shown.

Any cost allocable to a particular award or other cost objective under these principles may not be shifted to other awards to overcome funding deficiencies, or to avoid restrictions imposed by law or by the terms of the award. http://whitehouse.gov/omb/circulars/a122/a122_2003html

Service Contributions (Program Income)

- Individuals must be provided the opportunity to voluntarily contribute towards the cost of services.
- Individuals must clearly be informed there is no obligation to contribute and the contribution is purely voluntary.
- Individuals must not be denied service due to inability or unwillingness to contribute.
- Means testing shall not be used; however, a suggested contribution schedule that considers the income ranges may be developed and used.
- An individual cannot be billed for the number of services received.
- Measures must be taken to protect the privacy and confidentiality of the individuals with respect to the individual's contribution or lack of contribution.
- Service contributions received must be used to expand or for maintenance of program services.

- Acceptable methods of receiving contributions include the following: A locked box with a slit located on top in a private area for cash or sealed envelope.
 - A mailed check, cashier's check or money order
 - Credit Card

Voluntary Contributions

- Eligible participants shall be provided the opportunity to contribute to the cost of the service. Eligible participants who are unable to pay cannot be denied services but should be reminded that voluntary contributions for services provided to supplement program operation.

Direct and Indirect Cost Guidance

Direct costs are directly related to delivering goods, services or work effort to clients or customers that are identified with a particular grant/contract. Direct costs generally include:

1. Salaries or wages including vacations, holidays, sick leave and other excused absences of employees working specifically on objectives of a grant or contract; i.e. direct labor costs such as Certified Nurse Aides (CNAs), bus driver, activities coordinator, etc.;
2. Other employee fringe benefits allocable on direct labor employees;
3. Consultant services contracted to accomplish specific grant/contract objectives;
4. Travel of (direct labor) employees;
5. Materials, supplies and equipment purchased directly for use on a specific grant or contract; or
6. Communication costs such as long distance telephone calls or telegrams identifiable with a particular grant/contract; i.e. cell phone charges of direct labor employees. However, in most cases, basic monthly telephone service charges, as well as installation charges, are considered indirect costs and need not be included.

Indirect costs represent the expenses of doing business that are not readily identified with a particular grant/contract, but are necessary for the general operation of the organization and the conduct of activities it performs. Indirect/Administrative Costs generally include:

1. General administration and general expenses, such as the salaries and expenses of executive officers, personnel administration and accounting;
2. Depreciation or use allowances of buildings and equipment;
3. Costs of operating and maintaining facilities;
4. Audit expenses;

5. Computing services;
6. Utilities; or
7. Custodial services.

Waiting Lists

Utilizing the Quarterly Report to report the number of eligible participants are on waiting lists for services. A Waiting List Policy and Procedures will be developed by each grantee. A process regarding how eligible participant's names are added and removed from the waiting list will be included.

Prohibited Activities

- o Duplication of services.
- o Billing the Aging Division, Community Living Section for services paid by another funding source.
- o Breach of confidentiality.
- o Use of III-B administrative funds without cost allocating it across all programs the center operates.
- o Enter recipients that are under 60 years of age in the A&D system.

Requests for Extension

It is the goal of the Aging Division to remain fair and consistent in our dealings with all grantees/providers. It is also necessary to accurately track extension requests for documents and reports required by the Aging Division in regards to grants administered and distributed. Therefore, any request for an extension in the date that a report or related document is due to the division must be made in writing. (Email is considered an acceptable written form.)

The written request must contain the following information:

- Requested by (person's name)
- Organization
- Contact Information
- Date
- Program Affected
- Reason Extension Requested
- Date the item will be remitted

Upon receipt, the Aging Division will consider the request. Upon determination, the requestor will be notified in writing (email is acceptable) of the decision of the Aging Division to grant or deny the request.

Title III-B Program Services

There are four category of services under the Title III-B Program – A unit of service is a direct contact, or otherwise specified in the service definition area.

- Health Services,
- Socialization Services,
- Support Services, and
- Transportation Services.

HEALTH SERVICES

Services designed to meet the needs of older individuals, 60 and over, and to enable these individuals to access health services, to remain physically, mentally, and socially active and ultimately leading in preventing premature institutionalization. Services include: Health Educations, Health Exercises, and Health Treatment & Preventions (including mental health services)

- Health Educations – Check Funding Source;
- Health screening (including mental health screening) to detect or prevent illnesses;
- Exercise programs (physical and mental) that incorporate physical activity, supervised exercise classes, music therapy, art therapy and dance-movement therapy;
- Services designed to support providers to carry out and coordinate activities including outreach, education, screening, and referral for treatment services;
- Activities to promote and disseminate information about life-long learning programs, including opportunities for distance learning including web casts;
- Health information services, including information concerning disease prevention, diagnosis, treatment and rehabilitation of age-related diseases and chronic disabling conditions; and
- 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.

Health Services has three (3) Services and six (6) Sub-services:

Services to enable older individuals, 60 and older, to remain physically, mentally, and socially active through services designed to meet their needs and ultimately leading in preventing premature institutionalization.

Health Educations – Check Funding Source (Occurrence)

Sub-services:

1. **General Health Education** - health education services including information concerning prevention, diagnosis, treatment, and rehabilitation of age-related disease and chronic disabling conditions.
2. **Mental Health** – activities to promote and disseminate information about life-long learning programs, including but not limited to stress management, depression, and Alzheimer’s.

Health Exercises – Check Funding Source (Activity)

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.

Sub-service:

1. **Physical Activity** – activities designed to promote physical health and well-being. Tai-Chi, yoga, line dancing, and walking, Wii exercise, etc....

Health Treatment and Preventions - Check Fund Source (Occurrence)

Services designed to provide health screening to detect or prevent illnesses that occur most frequently in older individuals.

Sub-services:

1. **Clinics** – Foot clinic, flu shot clinic, blood pressure clinic, and Massage-Health Treatments to ease pain and improve health, pedicure, skin care etc....
2. **Support Groups** – Diabetes Support Groups, AA Meeting, Peer Support, etc....
3. **Health Screenings** – bone density screening, hearing and vision screenings, etc....

SOCIALIZATION SERVICES

Services designed to encourage and assist older individuals to use the facilities and services to decrease isolation and provide safe networking environments for older individuals to maintain an active life style.

Socialization has four (4) Services and thirteen (13) Sub-Services:
Activities in the reduction of social isolation to promote self-advocacy and peer-support.

Clubs/Group Activities (Occurrence)

Clients will decrease their social isolation and maintain physical and mental well-being.

Sub-services:

1. **Book Clubs** - talking about a book the group has read.
2. **Monthly Movies** – going to movies or have movie at the Senior Center.
3. **Special Event Parties** - dinners, dances, entertainment. Can occur concurrently, before or after lunch.
4. **Morning Break Socials** – coffee social, afternoon tea or other social breaks.
5. **Pot Luck Dinner**
6. **Field-Trips** – Sight-seeing trips, shopping (round-trip), etc...
7. **Organized Recreational Activities** – Off-site movie nights, square dance, 50's choir, etc...

Games (Activity)

Activities that are aimed to improve dexterity and brain health.

Sub-services:

1. **Bingos**
2. **Card Games**
3. **Pool/Billard**

Crafts (Occurrence)

Activities intend to promote creativeness and hand and eye coordination.

1. **Art Classes**
2. **Quilting Classes**
3. **Ceramic Classes**

Shoppings (Per Round Trip)

An example is an organized shopping trips

SUPPORT SERVICES

Services designed to meet the unique needs of older individuals to enable and to advocate for self-care environment and promote healthy life style.

- a) These services are designed to:
 - Assist older individuals to obtain adequate housing, including residential repair;
 - Adapt homes to meet the needs of older individuals who have physical disabilities;
 - Prevent unlawful entry into residences of older individuals through the installation of security device and through structural modifications or alterations; or
 - 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:
 - Tax counseling and assistance, financial counseling and counseling regarding appropriate health and life insurance coverage;
 - Representation:
 - Of individuals who are wards (or are allegedly incapacitated); and
 - In guardianship proceedings of older individuals who seek to become guardians, if other adequate representation is unavailable in the proceedings; and
 - 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;
 - Development and provision of new volunteer services;

- Effective referral to existing health (including mental health), employment, housing, legal, consumer, transportation, and other services;
 - 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 of 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 the standards as prescribed by the Assistant Secretary and are necessary for the general welfare of older individuals.

Support Services has eight (8) Services and fourteen (14) Sub-Services:

Eligible participants will have access to services and information about community resources and/or referrals to community resources to enable them to live independently.

Chores (1 Hour)

Services provided to enable older individuals with physical and mental impairments to live independently in their communities.

Sub-services:

1. **Handymans** – Performance light household tasks provided in a person’s home and possibly other community settings. Tasks may include yard work or sidewalk maintenance. Example: minor house-keeping, snow removal, and yard maintenance or mowing, etc....

Education/Trainings (Session)

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. This service is

designed to educate and provide support to older individuals and providers in regards to preventive health (including mental health).

Sub-services:

1. **Client & Staff Education/Training** – educational lectures and computer classes.
2. **Presenters** – lecture from community providers, example: public health nurse lecture on shingles vaccination.

Counselings (Occurrence)

(As defined by NAPIS, previous sub-service, Pension and Counseling was removed)– assistance and counseling services provided to educate older individuals to avoid being scammed, as defined by NAPIS, i.e. housing and legal assistance on any housing or rental concerns and referrals to legal services on eviction or disputes.

Sub-services:

1. **Financial or Legal Referrals** – Assessment for referrals to available services in tax counseling, financial counseling, and preretirement counseling on health and life insurance coverage.

Crisis Interventions (Occurrence)

This service needs immediate attention.

Sub-services:

1. **Physical or Living Aids Intervention** - Services that provide temporary relieve till further action can be taken. Services provided to meet immediate needs for older individuals with physical impairments to be able to live in a safe environment. Such as eye glasses repair and hearing aid battery replacement, emergency loan closet to obtain durable medical equipment.
2. **Respite -- Vol** - Adult daycare or senior companion referral and placement.

Information & Assistances (Per Contact)

Information and referral services on community resources and services that are necessary to meet the needs of older individuals to live independently in their own communities.

(Previous sub-services “Legal Assistances”, “Home Health”, and “Material Aid” were removed)

These are services that:

- provides the individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology;
- assesses the problems and capacities of the individuals;
- links the individuals to the opportunities and services that are available;
- 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; and
- serves the entire community of older individuals, particularly—
 - Older individuals with greatest social need;
 - Older individuals with greatest economic need; and older individuals at risk for institutional placement.

Sub-services:

1. **Community Resources Coordination** - Coordinate with community agency to provide available assistance to enable older adults to live in a safe environment.
2. **Forms Assistance** – Provide guidance in obtaining and completing LEIP, Tax preparation assistance.
3. **Resource Assistance** – Provide appropriate referral for requested services, i.e. food bank, library loan-book and video, loan closet for medical or health equipment. Referrals to support groups, grief counseling and family intervention counseling.

Outreaches (Contact)

(The following sub-services “Follow-up of Outreach” and “Web site” were removed.) – These are activities to promote participation for the support services.

Sub-service:

1. **Advocacy** – Assisting a client with a social need
2. **Telephonings** – status-check on clients or call to follow-up on services request or inquiry. Example: call to invite new participants referred by community agencies. Check on participants by phone to see how they are doing.
3. **Visiting** – provide support to homebound or transitioning clients who have returned from long-term care facility to community living environment.

Public Information (1 Unit, Number of Consumers/Viewers) (*Previous sub-service of “News Letter-IA” was removed and new services of “Article” and “Social Media” were added*)

Sub-service:

1. **Article** – Monthly or quarterly newsletter of resources and event schedules (enter as aggregate counts in A&D).
2. **Social media** (enter as aggregate counts in A&D) – face-book, twitters, etc.... i.e. One unit per posting, the number of consumers/viewers) (aggregate count). The number of people reached. Any follow-up questions for services will probably be a one-on-one contact services.

Volunteering (1 Hour)

Only enter data for III-B services if the services provided by older individuals in support of III-B program operation (you may enter the time of services under this service for participating in any Older American Act, Title III program). Please contact the III-B Program Manager if you have questions. Assisting any activity-service - example: hosting or helping with a social event or other activities at the Senior Center.

TRANSPORTATION SERVICES

Services to facilitate access to supportive services or nutrition 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 adults. Each one way travel is a unit. A unit is transportation from one location to another location.

Transportations has two (2) Services and seven (7) Sub-Services:

Eligible participants will be self-reliant and less dependent on family and friend to meet their transportation needs.

Transportations (1 one-way trip(s))

A service that provides a method of travel from one specific location to another specific location to enable older adults to lead an active life style and live independently in their own home and community.

Sub-services:

1. **Locals**
2. **Organized Trips**
3. **Out-of-Town Trips**

Assisted Transportations (1 one-way trip(s))

Assistant required, one-on-one services for older individuals with physical, mental impairment or memory problems. 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.

Sub-services:

- 1. Handicapped Trip**
- 2. Handicapped - Out-of-Town Trip**
- 3. Wheelchair Out-of-Town Trip**
- 4. Wheelchair Trip**

Program Required Forms

Each Title III-B client must have an Aging Needs Evaluation Summary (AGNES) form completed upon starting the program and renewal form completed yearly thereafter. For the Title III-B program, the provider must complete the first page of the AGNES (dated 10/01/2021) with the client. The AGNES must be entered into A&D using the Assessment Tab in each consumer's file.

The Community Living Section has distributed various forms that must be used for the Title III-B Support Services program. Each set of these forms must be used for the specific Title III program(s) you have applied for, unless specifically instructed to do so by CLS staff. The Title III-B Monthly Invoice, and Quarterly Financial and Program Reports will be provided by the Title III-B Program Manager in the Reporting Document after the respective grant application is approved.

A&D Data Entry: All services provided through Title III-B Services are expected to be entered into the A&D program by the 15th day of the month following. Much of the information requested on the quarterly fiscal reports and the quarterly program reports is pulled from the A&D system. The A&D Report must accompany the Monthly Invoice and the Quarterly Fiscal and Program Reports to be submitted to the Title III-B program manager as scheduled. Please refer to the following section – A&D services and Sub-services for the Title III-B Support Services of this manual for additional information.

Program Required Reports

There are multiple ways in which the services provided through Title III-B Support Services is tracked and subsequently reported to CLS.

- ***Monthly Invoice and Budget Report:*** A monthly Invoice is required along with: the Profit and Loss Statement (P&L), or Budget Report; and a monthly A&D Report of number of activities and the frequency of clients' participation during the month, for reimbursement of the prior month's expenditures. The Monthly Invoice template will be provided by CLS Program Manager in the beginning of each fiscal year. The due dates for the invoices will be the 15th of each month.

- ***Quarterly Fiscal Reports:*** Based upon the federal fiscal year, from October 1 to September 30, quarterly fiscal and program reports will be submitted to the CLS, Title III-B program manager quarterly. The quarterly fiscal reports are created by the CLS Program Manager and given to the provider after the grant application is approved. The due dates are as follows:
 - ***January 15***
 - ***April 15***
 - ***July 15***
 - ***October 15***

- ***Quarterly Program Reports:*** Also, based upon the federal fiscal year, from October 1 to September 30, program reports will be submitted to the CLS, Title III-B program manager quarterly. The quarterly program reports are created by the CLS Program Manager and included in the reporting document after the grant application is approved. The due dates are as follows:
 - ***January 15***
 - ***April 15***
 - ***July 15***
 - ***October 15***

An A&D Report must accompany the quarterly Program Report – This report, accompanying with the monthly invoice, provides CLS a brief history of client participation and activity for the reporting month. The A&D Report contains most of the information you need to complete the quarterly program report. Some additional information is also needed for the quarterly report are listed below:

1. New Client Count by Care Program (Please remember this report in A&D is not the most accurate report, please use your own numbers you tracked for this report)
 2. Please keep track of record on client(s) (you know) that had: moved into a long-term care facility, temporary or permanently moved out of your service area, and who had passed away, to complete the program report. (This information is not in A&D generated reports).
- ***Year End Close Out Report:*** This Fiscal Report form is only used when a yearend payment and/or adjustment is required. This form is included (the last page) in your Fiscal Report document.

APPENDIX A – III-B Program Monthly and Quarterly Reports

Title III B Required Monthly Reports:

- Services – Agency Summary Report: 20xx MONTHLY III-B – Unduplicated Count, run monthly for the monthly financial invoices.
- Services – Agency Summary Report: 20xx MONTHLY III-B – Aggregate and Unduplicated count by Care Program with COVID-19, run monthly for the monthly financial invoices. Make sure the Total Consumers match the current fiscal year’s MONTHLY III-B – Unduplicated count report. If it doesn’t then you have people you are 59 and younger enrolled in IIIB, which everyone has to be 60 and older.

Title III B Required Quarterly Reports:

- Services – Agency Summary Report: 20xx Quarterly III-B – Unduplicated count by Care Program
- Services – Agency Summary Report: 20xx Quarterly III-B – Aggregate and Unduplicated count. Make sure the Total Consumers match the current year’s Quarterly III-B – Unduplicated count by Care Program report. If it doesn’t then you have people you are 59 and younger enrolled in IIIB, which everyone has to be 60 and older.
- Services – Agency Summary Report: 20xx Quarterly III-B – Clients with poverty status
- Services – Agency Summary Report: 20xx Quarterly IIIB – Clients with live alone status
- Services – Agency Summary Report: 20xx Quarterly IIIB – Clients with minority status
- Services – Agency Summary Report: 20xx Title III-B YTD Report for the current and previous fiscal year Grant Data ~ run these reports for the 4th Quarter **only**.
- Services – Agency Summary Report: 20xx Title III-B Grant Baseline Data for the current fiscal year ~ run this report for the 4th Quarter **only**.
- The A&D Reports may be mailed or emailed to CLS with the Quarterly Financial and Program Reports.

Title III B ~New Client Report:

- Consumers – Consumers Listing Report: 20xx Quarterly III-B Report – New Client Count. (Please remember this report is not the most accurate. (Please use your own data collection to complete this report.)

**** Replace 20xx with the current reporting year.**

APPENDIX B – Program Required Reports and Due Dates

Title III-B Support Services Program- Reporting Requirements and Due Dates for the current fiscal year (Reports can be emailed to wdh-clspayments@wyo.gov or via regular mail to CLS.)

Monthly Invoice – 15th day of the following month for the activities and expenditure for the reporting month.

- Monthly Invoice (Oct. 1 – Sept. 31)
- Monthly Profit and Loss Statement (Oct. 1- Sept. 31)
- Monthly A & D Report (Oct. 1- Sept. 31)

Quarterly Program and Financial Reports

1. January 15, 20xx - 1st Quarter Report

- Quarterly Financial Report provided by CLS Program Manager and validated by providers (Matching Oct - Dec. Monthly Invoices)
- Quarter Profit and Loss Statement (Oct 1- Dec 31)
- Quarterly Program Report (Oct 1- Dec 31)
- Quarter A & D Report (Oct 1- Dec 31)

2. April 15, 20xx- 2nd Quarter Report

- Quarterly Financial Report provided by CLS Program Manager and validated by providers (Matching Jan - Mar Monthly Invoices)
- Quarter Profit and Loss Statement (Jan 1 – Mar 31)
- Year-To-Date (YTD) Profit and Loss Statement (Oct 1- Mar 31)
- Quarterly Program Report (Jan 1- Mar 31)
- Quarter A & D Report (Jan 1- Mar 31)

3. July 15, 20xx- 3rd Quarter Report

- Quarterly Financial Report provided by CLS Program Manager and validated by providers (Matching Apr – Jun Monthly Invoices)
- Quarter Profit and Loss Statement (Apr 1- Jun 30)
- Year-To-Date (YTD) Profit and Loss Statement (Oct 1- Jun 30)
- Quarterly Program Report (Apr 1- Jun 30)
- Quarter A & D Report (Oct 1- Jun 30)

4. October 15, 20xx- 4th Quarter Report

- 4th Quarter Financial Report provided by CLS Program Manager and validated by providers (Matching Jul – Sept Monthly Invoices)
- Quarter Profit and Loss Statement (Jul 1- Sept 30)
- Year-To-Date (YTD) Profit and Loss Statement (Oct 1- Sept 30)
- Quarterly Program Report (Jul 1- Sept 30)
- Quarter A & D Report (Jul 1- Sept 30)
- YTD A & D Report for the current year (Oct 1- Sept 30)
- YTD A & D Report for the prior year (Oct 1- Sept 30)

5. **Closed-out Report by November 15, 20xx – for payment adjustment, if necessary.**

**Note: All monthly invoices must be validated by the providers by the 15th of each month and must be submitted with the monthly Profit and Loss statement, (Total Expenditures in the Invoice must match the total expenditures in the Profit and Loss statement).*

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
Health Services	Health Educations – Check Funding Source (Occurrence)	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 (Activity) <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>
	Health Treatment and Preventions – Check Fund Source (Occurrence) <i>(previous sub-service “Massage – Health Treatment” was removed)</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>		

WDH Aging Division, Community Living Section - Title III-B Supportive Services – Policy and Procedures

Service Category	Service	Sub-Service	Examples and Notes
<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>
	Games (Activity) (previous sub-service "Bunco" was removed)	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>

WDH Aging Division, Community Living Section - Title III-B Supportive Services – Policy and Procedures

Service Category	Service	Sub-Service	Examples and Notes
Support Services (previous services “Resource Assistance”, “Public Information – Newsletters” were removed)	Chores (1 Hour) (not covered by other programs)	Handymans	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... Minor house keeping Snow removal Yard maintenance (mowing) Run errands for home bound seniors
	Education/Trainings (Session)	Client & Staff Education/Training	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. Elder Abuse Prevention Sign language Lectures Sensitivity Training 55 Alive Older Driver Education Computer Class Workshops & CPR Classes Mini Seminar
	Counselings (Occurrence) (as defined by NAPIS, previous sub-service, Pension and Counseling was removed)	Presenters Financial or Legal Referrals	Vendor Exhibits, Public Presentation Non-mental health related counseling. Assessment and Referral Services.
	Crisis Interventions (Occurrence) (previous sub-services “Eye Glasses Repair”, “Hearing Repair” were removed)	Physical or Living Aids Intervention	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.... Eye Glasses Repair, Hearing Aid Repair
	Information & Assistances (Per Contact) (previous sub-service “Legal Assistances”, “Home Health”, and “Material Aid” were removed)	Respite – Vol Community Resources Coordination	Adult Daycare dropped-in service, or referral to Title III-E or Medicaid Family Choice Services, etc.... Housing, Financial Management, Legal Assistance, and Referral Services. <ul style="list-style-type: none"> • Provides the individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology • Assesses the problems and capacities of the individuals • Links the individuals to the opportunities and services that are available;

		<ul style="list-style-type: none"> • <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> ○ <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 <i>(Contact)</i> <i>(End “Follow-up of Out Reach”, “Web site” were removed.)</i>	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 <i>(1 Unit, Number of Consumers/Viewers)</i> <i>(Previous sub-service “News Letter-IA” was removed. Add “Article” and “Social Media”)</i>	Article <i>(This service aggregate count only)</i>	<i>Newsletters and publications, i.e. information flyers to share special events with eligible participants.</i>
	Social Media <i>(This service aggregate count only)</i>	<i>Face-book, twitters, etc.... i.e. the number of views (aggregate count) per post (1 unit)</i>
Volunteering <i>(1 Hour)</i> <i>(Previous sub-service “Peer Support – Vol” was removed)</i>		<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><i>Transportation Services</i></u>	<i>Transportations</i> (1 one-way trip(s))	<i>Local</i>	<i>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.</i>
		<i>Out-of-Town Trips</i>	
		<i>Organized Trips</i>	<i>Once a week grocery trip, medical appointments</i>
	<i>Assisted Transportations –</i> (1 one-way trip(s))	<i>Handicapped Trip</i>	<i>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.</i>
		<i>Handicapped - Out-of-Town Trip</i>	
		<i>Wheelchair Trip</i>	
	<i>Wheelchair Out-of-Town Trip</i>		

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