



Title III-B Support Services

Policy & Procedures

Manual

Revised 5/21/2025

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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 the Title III B Program Manager if you have any questions about the Title III B Program.

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 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:

- Access services to remain independent living and continue to be active members in their communities
- 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
- Promote physical activities and healthy lifestyle to prevent premature institutionalization

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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

- 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.
- 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.
- 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.

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.

- 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***
- ***Waiting List Policy and Procedure***

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- *Emergency Preparedness Plan*
- *Hearing & Appeals Process*
- *Voluntary Contribution Policy*
- *Procurement Policy*

Provider Organizations

Title III-B Fund is granted out to Senior Centers/providers by service areas in the 23 counties throughout the State. Every four (4) years the program is put out for a competitive application. Providers are required to submit the letter of intent to apply for the competitive grant application. Years two (2) through 4 (four) are continuation grant years, 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 CLS preferred Data Entry Program 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.

- ***Total Grant Fund Amount:*** Each provider will be notified of the allotted amount of Title III-B funds they can request. This will be done once the initial grant application is completed and approved.
- ***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.

Voluntary 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

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:

- 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.;
- Other employee fringe benefits allocable on direct labor employees;
- Consultant services contracted to accomplish specific grant/contract objectives;
- Travel of (direct labor) employees;
- Materials, supplies and equipment purchased directly for use on a specific grant or contract; or
- 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:

- General administration and general expenses, such as the salaries and expenses of executive officers, personnel administration and accounting;
- Depreciation or use allowances of buildings and equipment;
- Costs of operating and maintaining facilities;
- Audit expenses;
- Computing services;
- Utilities; or
- Custodial services.

Prohibited Activities

- Duplication of services.
- Billing the Aging Division, Community Living Section for services paid by another funding source.
- Breach of confidentiality.
- Use of III-B administrative funds without cost allocating it across all programs the center operates.
- Entering services for recipients that are under 60 years of age in the CLS preferred Data Entry Program.

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 categories 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 – Educational seminars or classes including but not limited to mini health fairs, diabetes education classes or mental health classes;
- 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

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- 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:

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 – (Occurrence)

Seminars or classes designed to educate clients

Health Exercises – (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.

Health Treatment and Preventions - (Occurrence)

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

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 lifestyle.

Socialization has four (4) 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.

Games (Activity)

Activities that are aimed to improve dexterity and brain health.

Crafts (Occurrence)

Activities intend to promote creativeness, and hand-eye coordination.

Shopping (Per Round Trip)

An example is 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 a healthy lifestyle.

- 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;
- 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;
- Services for older individuals designed to provide pre-retirement counseling and assistance in planning for and assessing future post-retirement needs;
- 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;
- 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;

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- Services to encourage the employment of older workers, including job and second career counseling and, where appropriate, job development, referral and placement;
- Crime prevention services and victim assistance programs for older individuals;
- 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;
 - 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)
- In-service training and State leadership for legal assistance activities;
- Services designed to support family members and other persons providing voluntary care to older individuals who need long-term care services;
- Services designed to provide information and training between students and older individuals who are or may become guardians and representative’s payees and on alternatives to guardianships;
- 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
- 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:

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. Performance of heavy household tasks provided in a person’s home and possibly other community settings. Task may include yard work or sidewalk maintenance in addition to light and heavy housework. (Source: HCBS Taxonomy). **AGNES Form ADL and IADL is required for Chore Service only and the ADL and IADL status should be updated annually.**

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).

Counseling (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.

Crisis Interventions (Occurrence)

This service needs immediate attention.

Information & Assistances (Per Contact or Aggregate)

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.

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.

Outreaches (Contact or Aggregate)

Article (1 Unit, Number of Consumers/Viewers) – Monthly or quarterly newsletter of resources and event schedules (enter as aggregate counts in CLS preferred Data Entry Program).

Social media (1 Unit, Number of Consumers/Viewers) (enter as aggregate counts in CLS preferred Data Entry Program) – 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 service.

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:

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 lifestyle and live independently in their own home and community.

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.

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

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program, the provider must complete the first page of the most current AGNES with the client. The AGNES must be entered into the CLS preferred Data Entry Program.

Data Entry: All services provided through Title III-B Services are expected to be entered into the preferred CLS Data Entry program by the 15th day of the month following.

Program Required Reports

There are multiple ways in which the services provided through Title III-B Support Services are 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) 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 Profit & Loss statements (P&L) 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 to be validated. The due dates for the quarterly P&Ls are as follows:
 - **January 15**
 - **April 15**
 - **July 15**
 - **October 15**

APPENDIX A– Program Required Reports and Due Dates

Title III-B Support Services Program- Reporting Requirements and Due Dates for the current fiscal year (Reports will be submitted through Submittable.)

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)

Quarterly Financial Reports

1. January 15 - 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)

2. April 15- 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)

3. July 15- 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)

4. October 15- 4th Quarter Report

- 4th Quarter Financial Report provided by CLS Program Manager and signed 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)

5. **Closed-out Report by November 15 – 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)*

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APPENDIX B– Mon Ami Title IIIB Resource links

[Mon Ami Definitions for Wyoming Implementation](#)

[Updated AGNES Policy](#)

[Key Changes to Highlight](#)

[Program Workflows](#)

[Service Definition Dictionary](#)

[Title III-B Support Services](#)

Help Center Articles

These articles in the Help Center show step by step instructions for completing tasks in Mon Ami. The Help Center can be accessed by clicking “Help” on the left-hand navigation menu in Mon Ami. Note that you will need to be logged in to use the links below.

- Clients
 - [Creating a New Client Profile](#)
 - [Editing Client Profile Information](#)
 - [Changing a Client’s Status](#)
 - [Adding or removing a site from a client’s profile](#)
 - [Adopting a client](#)
- Documents
 - [Creating and duplicating fillable assessments](#)
 - [Uploading a document](#)
- Reports
 - [Viewing, Filtering, Downloading Reports](#)
 - [Saving and Sharing Default Filters](#)
- Smartlists
 - [Smart List Overview](#)
 - [Adding and Removing Clients](#)
 - [Uploading a Smartlist](#)
 - [Undoing a Smartlist upload](#)
- Service Record Creation
 - [For individuals and For aggregate groups](#)
 - [Bulk upload](#)

**[*Mon Ami Training: Overview-IIIB Program - 2024/11/18
13:42 MST - Recording*](#)**

APPENDIX C - Categories of Services for Data Reporting

Service Category <i>(Overseen by center staff)</i>	Service <i>(A unit of service is a direct contact or encounter)</i>	Examples and Notes
<u>Health Services</u>	Health Educations – (Occurrence)	<u>General Health Education</u> <i>Gatekeeper, Train the Trainer</i> <i>Diabetes Education Class</i> <u>Mental Health</u> <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 – (Activity)	<u>Physical Activity</u> <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 – (Occurrence)	<u>Clinics</u> <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>
		<u>Support Groups</u> <i>Diabetes Support Groups</i> <i>AA Support Group</i> <i>Peer Support</i>
		<u>Health Screenings</u> <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>

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

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<i>Service Category</i>	<i>Service</i>	<i>Examples and Notes</i>
<u>Support Services</u>	Chores (1 Hour) <i>ADL and IADL is required for Chore Services only. The ADL and IADL status should be updated annually. (for services not covered by other programs)</i>	<u>Handymans</u> <i>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. (Source: HCBS Taxonomy).</i> <i>Heavy house keeping</i> <i>Snow removal</i> <i>Yard maintenance (mowing)</i> <i>Run errands for home bound seniors</i>
	Education/Trainings (Session)	<u>Client & Staff Education/Training</u> <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> <i>Workshops & CPR Classes</i> <i>Mini Seminar</i>
	Counselings (Occurrence) <i>(as defined by NAPIS)</i>	<u>Financial or Legal Referrals</u> <i>Non-mental health related counseling. Assessment and Referral Services.</i>
	Crisis Interventions (Occurrence)	<u>Physical or Living Aids Intervention</u> <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> <i>Eye Glasses Repair, Hearing Aid Repair</i>
	Information & Assistances/Outreaches <i>(This service aggregate or Unduplicated)</i> (1 Unit, Number of Consumers or Occurrence)	<u>Respite – Vol</u> <i>Adult Daycare dropped-in service, or referral to Title III-E or Medicaid Family Choice Services, etc....</i> <u>Community Resources Coordination</u> <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>

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		<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>
		<u>Forms Assistances</u> <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>
		<u>Resource Assistance</u> <i>Loan Closet or material aids</i> <i>Food Bank</i> <i>Library for Video and Book</i>
		<u>Presentations</u> <u><i>Health Fairs</i></u> <u><i>Public Presentations</i></u>
		<u>Advocacy</u> <u><i>Assist client with social needs</i></u>
		<u>Telephoning</u> <u><i>Status and Welfare Checks</i></u>
		<u>Visiting</u> <u><i>Provide support to homebound or transitioning eligible participants who have returned from long-term care facilities to a community living environment</i></u>
	Article <i>(This service aggregate count only)</i> <i>(1 Unit, Number of Consumers/Viewers)</i>	<i>Newsletters and publications, i.e. information flyers to share special events with eligible participants.</i>

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	Social Media (This service aggregate count only) (1 Unit, Number of Consumers/Viewers)	<i>Face-book, twitters, etc.... i.e. the number of views (aggregate count) per post (1 unit)</i>
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Service Category	Service	Examples and Notes
<u>Transportation Services</u>	Transportations (1 one-way trip(s))	<u>Local</u> <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>
		<u>Out-of-Town Trips</u>
		<u>Organized Trips</u> <i>Once a week grocery trip, medical appointments</i>
	Assisted Transportations – (1 one-way trip(s))	<u>Handicapped Trip</u> <i>Assistant required, one-on-one services for older individuals with physical, mental impairment or memory problems.</i> <i>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>
		<u>Handicapped - Out-of-Town Trip</u>
		<u>Wheelchair Trip</u>
		<u>Wheelchair</u> <u>Out-of-Town Trip</u>

Key	
Yellow Highlight	<i>Important changes, notes and removal of services</i>
Purple Text	<i>Examples of possible activities/events you can run. This is not meant to be an all-inclusive list.</i>
Red Text	<i>Important definitions</i>

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