

AoA REPORT

Manual



DECEMBER 2002

**FLORIDA DEPARTMENT OF
ELDER AFFAIRS**

Evaluation Unit.

Contract Management Unit, Division of
Statewide Home and Community Based
Services.

General Instructions:

The reporting philosophy behind the Older Americans Act Report is to show the number of people helped by services supported, in part or wholly, by OAA funding. ***This means that the report is service-oriented not program-oriented.***

In client count forms, show client counts for services supported wholly or in part by the OAA program. Since most programs are supported either directly or indirectly (match funding, administration, overhead, etc) with OAA, you will report also clients under CCE, LSP, ADI, etc. For example, it is impossible to separate the overhead that is attributable to OAA and other programs, or some clients may receive case management under CCE or ADI and home delivered meals, or other services, through OAA. ***In such instances, OAA funding is supporting services delivered through CCE or ADI and therefore such clients must be reported in the OAA report.***

In the past you may have been reporting ONLY fully funded OAA clients, **that was not correct.** For example, many CCE clients will be receiving “Emergency Alert Response” services funded by CCE and at the same time they may be receiving OAA meals or INFO, in this case both services must be reported even though one or more are not provided by OAA.

In the same spirit, when reporting expenditures always keep in mind that: *When other funding sources and amounts are included in the award, including Title VII funding, the total expenditure attributable to the multiple sources of funding should be considered. **Other sources of funding which may be linked to the OAA funding are match resources, overmatch, program income or other federal and state program funds.***

When determining total service expenditure also include funding which is administered by the SUA or AAA which provides the same service with the same service standards as Title III (even if the funding is not in the same contract as the Title III funds).

For your convenience, we are attaching the reporting forms with some fields blacked out. The blacked out fields refer to data that will be compiled from other sources. Provide data only for the non-blackened out boxes.

The Three Service Clusters

There are 14 listed services for which OAA Title III funds are used to support services provision. These services are divided into three clusters, depending on the level of detail required in reporting.

Cluster 1: Registered Services Requiring Detailed Client Profile

Personal Care

Homemaker

Chore

Home Delivered Meals

Adult Day Care/Adult Day Health

Case Management

Cluster 2: Registered Services Requiring Summary Client Profile

Congregate Meals

Nutrition Counseling

Assisted Transport

Cluster 3: Non-Registered Services

Transportation

Legal Assistance

Nutrition Education

Information and Assistance

Outreach

Other Services

For more detailed information on the 14 listed services, see the ***Glossary (Service Definitions)***.

Reporting Requirements for the Clusters

For each of the 14 services, provide the following information:

Total Number of Providers - Enter a count of the number of providers who provide each listed service in the AAA using OAA Title III funding, in whole or part. If an area agency on aging (AAA) provides the service directly, include the AAA in the count of providers.

Also provide the unduplicated number of providers supported with OAA funding across all fourteen services, taking into account the likelihood that some provider organizations are likely to provide more than one of the listed services.

Number of Minority Providers - Of the total providers listed in the first column, identify how many are minority organizations. (See the *Glossary, Other Definitions*, for a definition of *minority provider*.) Also provide an unduplicated count of the number of minority providers supported with OAA funding across all fourteen services, taking into account the likelihood that some providers provide more than one of the listed services.

of AAAs Direct Services Provision - Enter the number of AAAs providing each listed service directly, using AAA-paid and/or volunteer personnel.

Client detail information for services 1-6 (**Cluster 1**) is collected in Section II.B.

Client detail information for services 7-9 (**Cluster 2**) is collected in Section II.C. Follow the same directions provided for Cluster 1 services.

It is difficult or inappropriate to require client registration for Cluster 3 services, so no client detail information is required for Cluster 3 services.

Data Entry for the Sections of SPRDIA

Section I.: Estimated Unduplicated Counts of Clients Served

Section II.A.: Utilization Profile Use

Section II.B.: Detailed Client Profile For Services (1 – 6)

Section II.C.: Summary Client Profile For Other Services (7 – 9)

Section III.A.: Title III Expenditures by Part and Service

Section III.B.: Title VII Expenditures by Chapter

Section IV.: Other Services Profile (Optional)

Section V.: Developmental Accomplishments

Section VI.: Profile of Community Focal Points

Section VII.: Staffing Profile

Section I.: Estimated Unduplicated Counts of Clients Served

Enter the data in the text boxes as instructed below for Sections I.A. and I.B. Enter data only for those boxes that have not been blacked out. **Blacked out boxes will be filled by DOEA.**

Section I.A.: Unduplicated Client Count By Type of Service

Enter summary counts of the unduplicated persons served through programs supported by Older Americans Act Title III funding. To increase the reliability and validity of these unduplicated counts, three separate counts should be furnished:

1. Unduplicated counts of persons receiving services where client registration is required (Blacked-out, no data needed, DOEA will complete from CIRTSS);
2. An estimate of unduplicated clients receiving cluster 3: specified, non registered services and other non-registered services supported at least in part by Title III funds; and
3. An estimate of the total clients receiving services, which takes into account the two counts/estimates of clients served which are entered on lines 1 and 2.

Line 1 - Enter the unduplicated count of persons served for the first nine services listed in Section II.A. (These are the Cluster 1 and Cluster 2 services. It is expected that the count of unduplicated clients for the nine services requiring client registration will be very accurate. *This is a DOEA item do not fill out.*

Line 1A – Enter the unduplicated count of new persons served for the nine services requiring client registration. *This is a DOEA item do not fill out.*

Line 2- Enter a best estimate of unduplicated persons served through transportation, legal assistance, nutrition education, information and referral, and outreach, plus all other services which are supported at least in part by **OAA Title III** funds. **Please refer to the last part of the instructions for section IV for further clarification** (bold text page 11).

Line 3 - Enter a *best estimate* of the total unduplicated persons served in the AAA through OAA supported programs. This estimate should take into account clients who use multiple services. There will, in all likelihood, be an overlap of clients included in lines 1 and 2. A single client may receive a registered service(s) and also be assisted through unregistered services. Therefore, the sum of lines 1 and 2 should be greater than line 3.

Section I.B.: Unduplicated Client Count by Characteristic

In Part B. show the characteristics of the persons served. These include **Minority Status**, **Rural Client**, **Clients in Poverty**, and **Clients in Poverty/Minority**.

The column for clients for registered services will be completed by DOEA. The AAA will complete the other two columns (provide best available estimates).

Note: see the **Glossary (Client Descriptors)** for definitions of the client descriptors used in this section of the SPR.

Section II.A.: Utilization Profile Use

Section II.A. will allow you to provide utilization data for any or all of the 14 listed services, for which OAA Title III funds were used to support services provision. The AAA needs to complete only the first three columns (Total # of providers, # of minority providers, # AAA directly providing services –even if it is information and referral–) The other columns will be completed by DOEA.

Complete the data for the following services:

1. Personal Care
2. Homemaker
3. Chore
4. Home Delivered Meals
5. Adult Day Care/Health
6. Case Management
7. Congregate Meals
8. Nutrition Counseling
9. Assisted Transport
10. Transportation
11. Legal Assistance
12. Nutrition Education
13. Information and Assistance
14. Outreach

Many AAAs may need to develop a crosswalk between the service names used for in-AAA reporting and those used in the SPR. For example, if a service called Home Aide II is funded in the AAA which, in practice, matches the definition of Personal Care, then report the performance data for Home Aide II as Personal Care. Feel free to send DOEA any explanations that clarify how services funded in the AAA relate to the SPR listed services.

***Note:** Some AAAs support what is called Respite Care. Where possible, include respite care data in the service category which best defines what type of respite is typically provided; for example, personal care, adult day care, homemaker/chore services, etc.*

? Include performance data related for the service "as a whole", even if the OAA Title III funding is one of several funding sources used to support the service. For example, document all service units provided and clients served by a service provider, even if the OAA funds only 25% of the total cost of the service or if OAA funded staff or facilities are related to services provided. Treat OAA Title V and Title VI funding as other sources of funding in the SPR.

Section III.A.: Title III Expenditures by Part and Service

*Section III.A. is organized by service and Title III part. All Title III parts included in the Act are listed. Any columns for Title III Parts currently without an appropriation will be shaded. **No data should be submitted for Title III Parts without an appropriation.** Complete this Section for the fourteen listed services and the total for "Other" services supported by OAA funds. The list of "Other" is provided with the attached forms. Most of this form is filled by DOEA, the AAA is supplying only the program income information.*

Total Title III Expenditure -- Enter the total amount of Title III expenditures for the service in the AAA. Do not include match in this total, **only the federal portion.** The darkened cells in the form are DOEA items. Do not fill them.

***Note:** When other funding sources and amounts are included in the award, including Title VII funding, then the total expenditure attributable to the multiple sources of funding should be considered. Other sources of funding which may be linked to the OAA funding are match resources, overmatch, program income or other federal and state program funds.*

When determining total service expenditure, include, also, funding which is administered by the SUA or AAA which provides the same service with the same service standards as Title III (even if the funding is not in the same contract as the Title III funds).

%of Total Service Expenditure – This is simply the ratio of the federal portion of the expenditure in the service (OAA dollars) to the total expenditure in the service (Total Title III Expenditure as defined in the previous paragraph), expressed as a percent (i.e. .20 =20%). This is DOEA item.

Total Program Income - Enter the estimate of total program income derived from the grant activity. Do not confuse total program income with total service expenditure. (See the *Glossary* for the definitions of these terms.)

OAA Title III Expenditures By Part - Allocate the OAA Title III expenditures by Title III Part. This should be based on fund accounting data or an allocation algorithm in PSAs where OAA funds are bundled and awarded across Title III parts or bundled with other funding sources. DOEA items are darkened in the form. This is a DOEA item.

Section III.B.: Title VII Expenditures by Chapter

In Part B, report total Title VII expenditures, exclusive of match, by individual chapter. Also, indicate what percent of the total service expenditures for the Title VII services were covered by Title VII funding. Include any Title III expenditures used for the Title VII supported services (federal and match) as part of the total service expenditure. This is a DOEA item. Notice it is darkened in the attached form.

Section IV. Other Services Profile

Using Section IV., AAAs, will provide descriptive information on other services supported by the OAA.

AAAs must provide the following information for each "other" service:

- ? the total Title III expenditures for the year;
- ? the percent of total service expenditures represented by OAA Title III funding; and
- ? **an estimate**, or an actual count if possible, of persons served and service units.

***Note:** Do not include Ombudsman as an “Other Service.” A separate set of reporting requirements has been developed for the long-term care ombudsman program.*

- ? OAA Service Expenditure
- ? % (Percent) of Total Service Expenditure (see note below).
- ? Estimated Unduplicated Persons Served
- ? Estimated Service Units

After entering the information for all of these services please provide an *estimate* of the unduplicated total of all of these services (for example a client may receive service “EAR” and “Material Aid” service. To provide the total unduplicated count this client counts only once. **The sum of the total of these services plus the sum of other “cluster 3” services** (see list in page 3) **is reported in line 2 of section 1. These totals can be estimates as it may be impossible to unduplicate client counts for non-registered services.** Also provide your estimate of the percent of the unduplicated total of services listed 1 through 32 in this section IV that also receives clusters 1, 2, and 3 services.

Note about reporting of % of Total Service Expenditure: This percent refers to the share of all monies spent on a particular service (including match, local, state, or otherwise) that comes from federal sources. It is not the percent of federal money spent on a service relative to all federal

money spent on all services. That is, do not attempt to report this percent by dividing the expense in a particular service by the sum of money spent on all services. This would be very wrong.

Example: An AAA spent \$100,000 in Screening and Assessment, \$30,000 came from federal sources, \$20,000 from local match, \$50,000 from an in-kind donation. The percent reported should be: $\$30,000/\$100,000 = 30\%$. The OAA expenditure amount being=\$30,000. Also report the total number of persons served, whether they were served with federal money or not. Report 0 if, and only if, no federal money was spent whatsoever on this service and no AAA employee using equipment, overhead, or managerial support, that has even the slightest scintilla of OAA salary or other support was involved in its delivery, oversight, or administration. What this means is that in the vast majority of cases, if a service was delivered at all, it has to be reported regardless of program classification.

Section V: Developmental Accomplishments

AAAs are requested to identify and describe up to six key accomplishments during the year which enhanced the array of home and community based services which meet the health and long term care needs of non-institutionalized older persons.

Please report on the following options:

- A. For Home and Community Based Programs
- B. For A System of Elder Rights

Space is provided for three accomplishments, labeled 1, 2, and 3. Under each section (for each accomplishment).

- 1. Public education/awareness
- 2. Resource development
- 3. Training/education
- 4. Research and development
- 5. Policy and development
- 6. Legislative and development
- 7. Other

In the narrative portion, describe the result, the potential impact on older persons, the process/steps followed and what organization(s) were primarily responsible for the accomplishment.

Section VI: Profile of Community Focal Points

This section is used to document the status of focal point designations and the use of senior centers by the National Network on Aging. The data elements are self-explanatory.

Section VII: Staffing Profile

1. Categorize all paid area agency on aging (AAA) staff .

The definitions for each personnel category are provided in *Glossary*.

Include ombudsman information in this Section. Ombudsman program staff who work directly for an area agency and any ombudsman volunteers who work for ombudsman programs located in and/or directly sponsored by the area agency should be included in the Staffing Profile.

For the SPR, count ombudsman staff FTEs under the functional responsibility category that best describes the function they perform for the ombudsman program. Staff or volunteers who work for agencies under contract or grant by the area agency should not be included in the Staffing Profile of the SPR.

2. Develop the staffing profile based on a snapshot taken on any given day during the fiscal year. The AAA should select what day(s) during the year is appropriate.

3. Determine the total number of full time equivalents (FTEs) for each position category. The number of FTEs should reflect filled or staffed positions at the time of the survey. Do not include authorized but unfilled positions.

Add the FTE totals to create an agency total. FTE estimates can reflect fractions of an employee's time spent over a year in various activities which can then be aggregated in the appropriate categories specified in the SPR. The estimates may be made by supervisors familiar with employee work activities for the year.

AoA does not expect Area Agencies on Aging to implement additional work measurement or record keeping to estimate the FTEs. A sincere effort by supervisors to describe the allocation of their employee's work activities to the categories provided will meet the intent of this requirement of the OAA and provide useful information.

4. For each personnel category, identify how many FTEs are filled by minority staff. Enter this number in the column titled **Number of Minority FTEs**.

5. Identify, by personnel category, how many FTEs are paid for, in full or in part, using OAA funds.
6. Include volunteers in the count of **Total Staff**.

Glossary

Client Descriptors

Service Definitions

Other Definitions

Client Descriptors

Impairments in Activities of Daily Living (ADL)

The inability to perform one or more of the following six activities of daily living without personal assistance, stand-by assistance, supervision or cues: eating, dressing, bathing, toileting, transferring in and out of bed/chair, and walking.

Impairments in Instrumental Activities of Daily Living (IADL)

The inability to perform one or more of the following eight instrumental activities of daily living without personal assistance, or stand-by assistance, supervision or cues: preparing meals, shopping for personal items, medication management, managing money, using telephone, doing heavy housework, doing light housework, and transportation ability.

Transportation ability refers to the individual's ability to make use of available transportation.

Living Alone

A one person household (using the Census definition of household) where the householder lives by his or herself in an owned or rented place of residence in a non-institutional setting, including board and care facilities, assisted living units and group homes.

Minority Status

Minority older persons are confined to the following designations:

African American, Not of Hispanic Origin - A person having origins in any of the black racial groups of Africa.

Hispanic Origin - A person of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.

American Indian or Alaskan Native - A person having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

Asian American/Pacific Islander - A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands, Samoa, and the Hawaiian Islands.

Non-Minority - Any person who is not considered a minority.

Poverty

Persons considered to be in poverty are those whose income is at or below the official poverty guideline (as defined each year by the Office of Management and Budget, and adjusted by the Secretary (DHHS) in accordance with subsection 673 (2) of the Community Services Block Grant Act (42 U.S.C. 9902 (2))).

Rural

For purposes of SPR reporting, a rural area is any area that is not defined as urban. Urban areas comprise (1) urbanized areas (a central place and its adjacent densely settled territories with a combined minimum population of 50,000) and (2) an incorporated place or a census designated place with 20,000 or more inhabitants.

Service Definitions**Adult Day Care/Adult Day Health**

(1 hour) - Provision of personal care for dependent adults in a supervised, protective, congregate setting during some portion of a twenty-four hour day. Services offered in conjunction of adult day care/adult day health typically include social and recreational activities, training, counseling, meals for adult day care and services such as rehabilitation, medications assistance and home health aide services for adult day health.

Assisted Transportation

(1 One Way Trip) - Provision of assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.

Case Management

(1 Hour) - Assistance either in the form of access or care coordination in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers. Activities of case management include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment, as required.

Chore

(1 Hour) - assisting persons having difficulty with one or more of the following instrumental activities of daily living: heavy housework, yard work or sidewalk maintenance.

Congregate Meals

(1 Meal) - Provision, to an eligible client or other eligible participant at a nutrition site, senior center or some other congregate setting, a meal which:

- (a) complies with the Dietary Guidelines for Americans published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture;

(b) provides, if one meal is served, a minimum of 33 and 1/3 percent of the current daily Recommended Dietary Allowances (RDA) as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences;

(c) provides, if two meals are served, together, a minimum of 66 and 2/3 percent of the current daily RDA. Although there is no requirement regarding the percentage of the current daily RDA which an individual meal must provide, a second meal shall be balanced and proportional in calories and nutrients; and,

(d) provides, if three meals are served, together, 100 percent of the current daily RDA; although there is no requirement regarding the percentage of the current daily RDA which an individual meal must provide, a second and third meals shall be balanced and proportional in calories and nutrients.

Home Delivered Meals

(1 Meal) - Provision, to an eligible client or other eligible participant at the client's place of residence, a meal which:

(a) complies with the Dietary Guidelines for Americans (published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture;

(b) provides, if one meal is served, a minimum of 33 and 1/3 percent of the current daily Recommended Dietary Allowances (RDA) as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences;

(c) provides, if two meals are served, together, a minimum of 66 and 2/3 percent of the current daily RDA. Although there is no requirement regarding the percentage of the current daily RDA which an individual meal must provide, a second meal shall be balanced and proportional in calories and nutrients; and,

(d) provides, if three meals are served, together, 100 percent of the current daily RDA; although there is no requirement regarding the percentage of the current daily RDA which an individual meal must provide, a second and third meals shall be balanced and proportional in calories and nutrients.

Homemaker

(1 Hour) - Providing assistance to persons with the inability to perform one or more of the following instrumental activities of daily living: preparing meals, shopping for personal items, managing money, using the telephone or doing light housework.

Information and Assistance

(1 Contact) - A service for older individuals that (A) provides the individuals with current information on opportunities and services available to the individuals within their communities, including information relating to assistive technology; (B) assesses the problems and capacities of the individuals; (C) links the individuals to the opportunities and services that are available; (D) 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.

***Note:** AAAs are reminded that the service units for information and assistance refer to individual, one-on-one contacts between an information and assistance provider and an elderly client or a caregiver. An activity that involves a contact with several current or potential clients/caregivers (what is considered group services) should not be counted as a unit of information and assistance. Group services might be defined as “public education” or a similar designation which AAAs may adopt and, at the option of the AAA reported in Section IV - Profile of Other Non-Registered Services Supported By Title III (Optional).*

Legal Assistance

(1 Hour) - Provision of legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.

Nutrition Counseling

(1 Hour) - Provision of individualized advice and guidance to individuals, who are at nutritional risk, because of their health or nutritional history, dietary intake, medications use or chronic illnesses, about options and methods for improving their nutritional status, performed by a health professional in accordance with state law and policy.

Nutritional Education

(1 Session) - A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to

participants or participants and caregivers in a group or individual setting overseen by a dietitian or individual of comparable expertise.

***Note:** this is the only service of the 14 listed services in the SPR where the unit measure (one session) refers to either an individual or group service. In this case, for example, a group of people attending a session on nutrition issues for the elderly would count as one unit of "Nutrition Education".*

Outreach

(1 Contact) - Interventions initiated by an agency or organization for the purpose of identifying potential clients (or their care givers) and encouraging their use of existing services and benefits.

***Note:** AAAs are reminded that the service units for outreach refer to individual, one-on-one contacts between a service provider and an elderly client or caregiver. An activity that involves a contact with several current or potential clients/care givers (what is considered group services) should not be counted as a unit of outreach. Group services might be defined as "public education" or a similar designation which AAAs may adopt and, at the option of the AAA reported under in Section IV-- Profile of Other Non-Registered Services Supported By Title III (Optional).*

Respite care services offer temporary, substitute supports or living arrangements for older persons in order to provide a brief period of relief or rest for family members or other caregivers. These should be assigned to the service which best matches the form of respite being offered-- such as homemaker or personal care. If the respite care service is designed to offer a temporary, alternative living arrangement, do not assign the respite care service to any of the fourteen services. In SPR Section IV., list this activity as institutional respite care and also include the expenditure/resource data for this service as part of the total for "other service" in Section III.)

Personal Care

(1 Hour) - Providing personal assistance, stand-by assistance, supervision or cues for persons with the inability to perform with one or more of the following activities of daily living: eating, dressing, bathing, toileting, transferring in and out of bed/chair or walking.

Transportation

(1 One Way Trip) - Provision of a means of going from one location to another. Does not include any other activity.

Other Definitions

Agency Executive/Management Staff

Personnel such as SUA director, deputy directors, directors of key divisions and other positions which provide overall leadership and direction for the state or area agency on aging.

Clerical/Support Staff

All paid personnel who provide support to the management and professional staff.

Minority Provider

- 1) A not for profit organization whose controlling board is comprised of at least 51% minority individuals;
- 2) A business concern that is at least 51 percent owned by one or more individuals who are either an African American, Hispanic origin, American Indian/Native Alaskan/Native Hawaiian, Asian American/Pacific Islander minority; or
- 3) A publicly owned business having at least 51 percent of its stock owned by one or more minority individuals and having its management and daily business controlled by one or more minority individuals.

New Persons Served

Any client who has never been previously registered as a client for the service, either in the current fiscal year or a prior fiscal year by any provider funded with Older Americans Act funds.

Other Paid Professional Staff

Personnel who are considered professional staff who are not responsible for overall agency management or direction setting, but carry out key responsibilities or tasks associated with the state or area agency the following areas:

Planning - Includes such responsibilities as needs assessment, plan development, budgeting/resource analysis, inventory, standards development and policy analysis.

Development - Includes such responsibilities as public education, resource development, training and education, research and development and legislative activities.

Administration - Includes such responsibilities as bidding, contract negotiation, reporting, reimbursement, accounting, auditing, monitoring, and quality assurance.

Access/Care Coordination - Includes such responsibilities as outreach, screening, assessment, case management, information and referral.

Service Delivery - Includes those activities associated with the direct provision of a service which meets the needs of an individual older person and/or caregiver.

Percent of Total Service Expenditures

The portion of total service expenditures for the year which were covered by the federal portion of the Older Americans Act funding.

Program Income

Gross income received by the grantee or subgrantee directly generated by the grant-supported activity, or earned only because of the grant agreement during the grant period.

Note: this is the same definition of program income as used in 45 CFR Part 92-Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments.

Total OAA Expenditures

Outlays/payments made by the AAA or SUA using OAA federal funds in the form of an advance or a reimbursement for a payment request submitted by a provider for the service.

Total Service Expenditures

Total Title III expenditures are defined as "outlays/payments made by the AAA or SUA using OAA Title III funds in the form of an advance or a reimbursement for a payment request submitted by a provider for the service."

**NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM DATA
COLLECTION FORM**

- ? States are encouraged to use NAPIS definitions and units of service where appropriate;
- ? Multiple services can be reported in each category;
- ? Services to the caregiver are the only services to be reported; and
- ? Only Older Americans Act Title III- E funds should be reported under expenditures.

Examples of services that States could report in the five statutory service categories:

Information:

Group services, including public education, provision of information at health fairs and other similar designations as determined by the state.

Outreach: Interventions for the purpose of identifying potential caregivers and encouraging their use of existing services and benefits.

Assistance:

Individual one-on-one contact.

- Information and Assistance: A service that provides current information on opportunities and services available; assesses the problems and capacities of the individuals; links the individuals to the opportunities and services available; to the maximum extent practicable, ensures that the individuals receive the services needed, and are aware of the opportunities available to the individuals by establishing adequate follow-up procedures.
- Case management: Assistance either in the form of access or care coordination in circumstances where the older person or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers. Activities of case management include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment, as required.

**Counseling/
Support Groups/
Training:**

Provision of advice, guidance and instruction about options and methods for providing support to caregivers in an individual or group setting.

Respite:

Temporary, substitute supports or living arrangements to provide a brief period of relief or rest for caregivers. It can be in the form of In-home respite, adult day care respite, or institutional respite for an overnight stay on an intermittent, occasional, or emergency basis.

**Supplemental
Services:**

Other services to support the needs of caregivers, as defined by the state.

Section I. Estimated Unduplicated Counts of Clients Served

AAA: FL PSA : _____

Fiscal Year: 2002

A. Unduplicated Client Count By Type of Service		Total
1.	Unduplicated Persons Served For Registered Services Supported by OAA Title III*	
	A. New Persons Served For	
2.	Unduplicated Count of Persons Served For Other Services Supported by OAA Title III	
3.	Total Unduplicated Count of Persons Served Through Services Supported by OAA Title III**	

B. Unduplicated Client Count By Characteristic	Clients for Registered Services	Clients for Other Services	Clients for All Services**
1. Clients By Minority Status:			

African American		
Hispanic Origin		
American Indian/Native Alaskan		
Asian American/Pacific Islander		
Non-Minority		
2. Rural Clients		
3. Clients In Poverty		
4. Clients In Poverty/Minority		

SECTION II. UTILIZATION PROFILE

A. SERVICE USE

AAA ID: FL PSA : _____

Fiscal Year: 2002

* Registered services include personal care, homemaker, chore, home delivered meals, adult day care/health, case management, congregate meals, nutrition counseling and assisted transportation.

** A summary total of the estimated unduplicated client count, considering all services **supported by the OAA Title III.**

For Selected Services	Total Number of Providers	Number of Minority Providers	# of AAAs Direct Svcs Provision	Total Unduplicate d Persons Served	New Persons Served This Year	# of Persons Served at High Nutrition Risk	Total Service Units
Cluster 1 Registered Services							
1. Personal Care							
2. Homemaker							
3. Chore							
4. Home Delivered							
5. Adult Day Care/Health							
6. Case Management							
Cluster 2. Registered Services							
7. Congregate Meals*							
8. Nutrition Counseling							
9. Assisted Transport							
*Include all USDA eligible meals							
Cluster 3 Specified Non-Registered Services							
10. Transportation							

11. Legal Assistance				
12. Nutrition Education				
13. Info. and Assistance				
14. Outreach				
Undupl. Count of Providers				

Section III. Service Expenditures Profile

AAA ID: FL PSA : _____ Fiscal Year 2002

A. Title III Expenditures By Part and Service	Total Title III Expenditure	% of Total Service Expenditure	Total Program Income	OAA Title III Expenditures By Part:							
				Part B	Part C1	Part C2	Part C3	Part D	Part E	Part F	Part G
1. Personal Care											
2. Homemaker											
3. Chore											
4. Home Del. Meals											
5. Adult Day Care/Health											
6. Case Management											
7. Congregate Meals											
8. Nutrition Counseling											
9. Assisted Transport											

10. Transportation			
11. Legal Assistance			
12. Nutrition Education			
13. Info and Assistance			
14. Outreach			
15. Other Services Supported by Title III			

B. Title VII Expenditures By Chapter	Total Title VII Expenditure	% of Total Service Expenditure
Chapt. 2 Ombudsman		
Chapt. 3 Elder Abuse		
Chapt. 4 Legal Assist.		
Chapt. 5 Benefits Assist.		

Section IV. Other Services Profile

AAA ID: FL PSA : _____

Fiscal Year: 2002

Service Name (Up to 30 Characters)	Service Unit Name	Mission/ Purpose Category	OAA Service Expenditure Amount	% of Total Service Expenditure	Estimated Persons Served	Estimated Service Units
1.Advocacy	HOUR	C				
2.Companionship	HOUR	D				
3.Counseling	HOUR	E				
4.Discount	EPISODE	F				
5.Disease Information	EPISODE	B				
6.Education/Training	HOUR	F				
7.Emergency Alert Response	DAY	A				
8.Employment	EPISODE	F				
9.Health Promotion	HOUR	B				
10.Health Risk Assmt.	HOUR	B				
11.Health Risk Screening	HOUR	B				
12.Health Support	EPISODE	B				
13.Home Health Aide	HOUR	B				
14.Home Injury Control	HOUR	B				
15.Housing Improvement	HOUR	A				
16.Interpreter/translation	HOUR	D				
17.Letter Writing	HOUR	D				
18.Material Aid	EPISODE	E				
19.Medical Therapeutics	HOUR	B				
20.Medicare Information	HOUR	C				
21.Medication Management	HOUR	B				
22.Physical Fitness	HOUR	B				
23.Placement	HOUR	E				

24.Recreation	HOUR	D				
25.*Respite	HOUR	F				
26. Screening and Assesment	HOUR	E				
27. Shopping Assistance	1 WAY TRIP	A				
28. Supervision	HOUR	E				
29. Telephone Reassurance	EPISODE	D				
30. Gerontological Counseling	HOUR	D				
31. Mental Health Screening	HOUR	A				
32. Social Service Counseling	HOUR	D				

Total unduplicated client count 1-32

% of Client Duplication with cluster 1,2,3 services

%

Mission/Purpose Codes:	
A. Services which address functional limitations	
B. Services which maintain health	E. Services which assure access and coordination
C. Services which protect elder rights	F. Services which support other goals/oucomes
D. Services which promote socialization/participation	

Section V. Developmental Accomplishments
A. for Home and Community Based Programs

AAA ID FL PSA : _____

Fiscal Year: 2002

Top Three Accomplishments		
1.		
Type of Development		Enter Code(s)
2.		
Type of Development		Enter Code(s)
3.		
Type of Development		Enter Code(s)
<div style="border: 1px solid black; display: inline-block; padding: 2px 5px;">Development Type Codes:</div>		
1. <i>Public education/awareness</i>	3. <i>Training/education</i>	5. <i>Policy development</i>
2. <i>Resource development</i>	4. <i>Research and development</i>	7. <i>Other</i>
6. <i>Legislative development</i>		

Section V. Developmental Accomplishments
B. for a System of Elder Rights

AAA ID FL PSA : _____

Fiscal Year: 2002

Top Three Accomplishments		
1.		
Type of Development		Enter Code(s)
2.		
Type of Development		Enter Code(s)
3.		
Type of Development		Enter Code(s)
Development Type Codes:		
<i>1. Public education/awareness</i>	<i>3. Training/education</i>	<i>5. Policy development</i>
<i>2. Resource development</i>	<i>4. Research and development</i>	<i>6. Legislative development</i>
<i>7. Other</i>		

Section VI Profile of Community Focal Points and Senior Centers

AAA ID: FL PSA : _____

Fiscal Year: 2002

	Number
1. Total Number of Focal Points Designated Under Section 306(a)(3) of the Act in Operation in the Past Year.	
2. Of the Total Number of Focal Points in Item 1., the Number That Were Senior Centers.	
3. Total Number of Senior Centers in the state in the Past Fiscal Year.	
4. Total Number of Senior Centers in Item 3. That Received Funds During the Past Fiscal Year.	

Section VII. Staffing Profile

A. Area Agency on Aging

State ID:FL PSA : _____

Fiscal Year: 2002

AAA Personnel Categories	Number Of FTEs	# Of Minority FTEs	# Of FTEs Paid With OAA Funds
1. Agency Executive/ Management Staff			
2. Other Paid Professional Staff (By Functional Responsibility)			
A. Planning			
B. Development			
C. Administration			
D. Service Delivery			
E. Access/Care Coordination			
F. Other			
3. Clerical/Support Staff			
4. Volunteers			
5. Total AAA Staff			

Functional Responsibilities:

- A. Planning -- Includes needs assessment, plan development, budgeting/resource analysis, service inventories, standards development and policy analysis.*
- B. Development -- Includes public education, resource development, training and education, research and development and legislative activities.*
- C. Administration -- Includes bidding, contract negotiation, reporting, reimbursement, accounting, auditing, monitoring and quality assurance.*
- D. Access/Care Coordination -- Include outreach, screening, assessment, case management and I&A.*
- E. Service Delivery -- Includes those activities associated with the direct provision of a service which meets the needs of an individual older person and/or caregiver.*

**NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM DATA
COLLECTION FORM**

PART E (STATEWIDE EXPENDITURES and Service Data)

	EXPENDITURES	UNITS	PEOPLE	SERVED
INFORMATION	\$ _____	_____	_____	
ASSISTANCE	\$ _____	_____	_____	
COUNSELING				
SUPPORT GROUPS				
TRAINING	\$ _____	_____	_____	
RESPIRE	\$ _____	_____	_____	
SUPPLEMENTAL				
SERVICES	\$ _____	_____	_____	
Total	\$ _____			