

**SERVICE DEFINITIONS  
TITLE III B & D**

<b>SERVICE NAME (<i>Abbreviation</i>)</b>	<b><u>Unit</u></b>
<b>ASSISTED TRANSPORTATION</b> ( <i>Escort</i> ) (See also: Medical Transportation, Transportation) Provision of assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation. This definition replaces the service designation “ESCORT” formerly in use.	<u>1 One Way Trip</u>
<b>BENEFITS COUNSELING</b> ( <i>Bencns</i> ) This service helps the elderly in determining their eligibility for income maintenance or public assistance, assists in processing or filling out forms such as insurance, and teaches about local, state and federal tax benefits or credits.	<u>One Hour</u>
<b>BENEFITS EDUCATION</b> ( <i>Bned</i> ) This category covers those educational programs designed to make the participants aware of government or non-government programs available to assist them in meeting their needs and solving their problems. These programs address the details of the services provided, eligibility requirements, and the places where services are delivered.	<u>One Session</u>
<b>CASE MANAGEMENT</b> ( <i>Sfgrd</i> ) 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 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. This service replaces the service definition “SAFEGUARDING” formerly in use.	<u>One Hour</u>
<b>CHORE</b> ( <i>Chore</i> ) (See also: Home Repair and Renovation, Weatherization) Provision of assistance to persons experiencing difficulties with such activities as heavy housework, yard work, sidewalk maintenance and minor home repairs.	<u>One Hour</u>
<b>COMPANION</b> ( <i>Comp.</i> ) Service intended to provide company to a participant in a protective and supervisory capacity. It may include such home management activities as cooking and light house keeping.	<u>One Hour</u>
<b>CONTINUING EDUCATION</b> ( <i>Cnted</i> ) Service designed to provide the elderly with an opportunity to acquire and/or improve their knowledge and skills through a formal or informal mechanism of meetings, training sessions, seminars and workshops.	<u>One Session</u>
<b>COUNSELING</b> (see: Benefits Counseling, Employment Counseling, Health Counseling, Home Mental Health Counseling, Housing Counseling, Mental Health Counseling)	

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<b>DAY CARE</b> ( <i>Daycare</i> ) 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 with adult day care frequently include social and recreational activities, training, counseling and meals for adult day care participants while at the facility. Service such as rehabilitation, medication assistance, and personal care assistance are also provided by some adult day care programs.	<u>One Hour</u>
<b>DENTAL CLINICS</b> ( <i>Dencln</i> ) Clinic programs that offer dental screening and/or treatment.	<u>One Visit</u>
<b>DIRECT VOLUNTEER SERVICES</b> ( <i>Drvlser</i> ) (see also: Training, Volunteer Opportunities) This code was established to record the total number of contacts between volunteers and elderly service participants in the community for a given period on a consolidated or group basis. It is used in those instances where the nature of the service provided by the volunteer is of such a diverse nature that it can not be otherwise identified.	<u>One Contact</u>
<b>EDUCATION</b> (see: Benefits Education, Continuing Education, Family Life Education, Health Education, Public Education)	
<b>ELDERLY SERVICES</b> ( <i>Eld. Serv.</i> ) This code is used in reports to denote that services have been provided to participants but the type and units have not been recorded.	<u>None specified</u>
<b>EMPLOYMENT ASSISTANCE</b> ( <i>Empast</i> ) Service designed to help participants locate and qualify for gainful employment.	<u>One Contact</u>
<b>EMPLOYMENT COUNSELING</b> ( <i>Empcns</i> ) This service assists the elderly in their adjustment to retirement through pre-retirement programs or a more crisis-oriented service for retirees. This service may also include advice about employment and enhancement of employability.	<u>One Hour</u>
<b>ENERGY RELATED ASSISTANCE</b> ( <i>Enrgy</i> ) Service designed to furnish fuel and/or utilities to participants who are unable to purchase them at the market price. Special arrangements are made with fuel and utility suppliers to reimburse them for the delivery of fuel or the provision of utilities at prices negotiated at or below the market price. The elderly participants or their families are expected to share costs at levels determined by their economic circumstances.	<u>One Contact</u>
<b>FAMILY LIFE EDUCATION</b> ( <i>Fmlfed</i> ) This category is provided to cover those education or training programs that deal with family and individual adjustment. It provides participants with the skills required to cope with the psychological and societal problems spawned by advancing years.	<u>One Session</u>

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**FOOD BUYING CLUB** (*Fbcb*)

One Contact

A service that provides reduced costs in purchasing food through a group buying process. Pre-orders are taken, bulk purchase is made, packaging is performed by volunteers and distribution is made to participants.

**FOOT CARE [CHSP]** (*Fchsp*)

One Visit

Routine foot care provided by a licensed cosmetologist in a client's home which includes soaking and lotioning of feet and trimming, filing and cleaning of toenails.

**FOOT CARE [NURSE-CHSP]** (*Fchspn*)

One Visit

Routine foot care provided by a registered nurse in a client's home which includes soaking and lotioning of feet and trimming, filing and cleaning of toenails when there is a diagnosis of diabetes, vascular disease or when the client is on a blood thinner. A written physician's order is obtained and renewed every six months.

**FOSTER CARE** (*Foster*)

One Day

Service designed to provide a family atmosphere in a substitute family setting to safeguard the individual and avoid inappropriate institutional placement.

**FRIENDLY VISITING** (*Visit*)

One Hour

A service in which volunteers visit on a regularly scheduled basis the homes of participants who live alone and are socially isolated and/or geographically isolated. It provides protection and socialization for the participant. The visitor helps the elderly participant maintain contact with the outside world by providing such service activities as letter writing and reading.

**HEALTH ASSESSMENTS** (*Hlthas*)

One Visit

Service designed to develop a individualized profile of participants' current health and the services required to maintain or improve their functioning. Service may be provided by a medical doctor or a diagnostically trained nurse practitioner or physician's assistant.

**HEALTH COUNSELING** (*Hlhens*)

One Hour

Service designed to provide individuals with an awareness of preventative, remedial and/or rehabilitative self-health care focused on the particular health needs of participating individuals.

**HEALTH EDUCATION** (*Hlthed*)

One Session

Service designed to provide individuals or groups of participants with an awareness of preventative, remedial and/or rehabilitative self-health care depending on the health needs of that particular individual/group.

**HEALTH SCREENING/CLINIC** (*Hlthscr*)

One Visit

Service is designed to promote and maintain community health by providing testing services for the assessment of a participant's health status and the determination of need for further health care.

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<b>HOME HEALTH AIDE</b> ( <i>Hmhltd</i> ) (See also: Live In Home Health Aide) Providing personal assistance, stand-by assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting, and transferring in and out of bed.	<u>One Hour</u>
<b>HOME MENTAL HEALTH COUNSELING</b> ( <i>Hmhc</i> ) This service is designed to provide psychiatric care and counseling in the home to persons in danger of institutionalization or who may have suffered significant losses, dementia, depression, etc. Pharmaceutical therapy is available in addition to counseling when needed.	<u>One Hour</u>
<b>HOME REPAIR &amp; RENOVATION</b> ( <i>Hmrpr</i> ) (See also: Chore, Weatherization) Service designed to help participants make essential repairs to their homes either to restore them to their original condition or to make them safe by removing health hazards. Includes renovations designed to remove architectural barriers and provide structural improvements that will enable participants suffering from chronic disabling conditions to remain in their own homes.	<u>One Hour</u>
<b>HOME SHARE MATCH</b> ( <i>Hmshmt</i> ) This category refers to one elderly participant moving into a home that provides for the financial, emotional, physical and/or social well being of both parties.	<u>One Match</u>
<b>HOME SHARE ENROLLMENT</b> ( <i>Hmshrl</i> ) This category refers to any individual who has submitted an application/registration form for the Connecticut Home Share Program and/or has registered as a potential home sharer and seeks a home share match. The applicant has completed the housing counseling stage and has been given information about the Home Share Program.	<u>One Enrollment</u>
<b>HOMEMAKER</b> ( <i>Hmmkr</i> ) A service designed to maintain, strengthen and safeguard household functioning and independent living for participants who need either temporary assistance due to illness or long-term assistance due to chronic disabling conditions. Homemakers perform home management functions. These functions may include cooking, cleaning, laundry, mending and other light household chores. Although similar to companion, the primary emphasis in homemaker service is on the performance of home management functions while the primary emphasis in companion service is on the provision of supervision and companionship.	<u>One Hour</u>
<b>HOSPICE</b> ( <i>Hspce</i> ) This category refers to family and home oriented palliative care which focuses on emotional and psychological support for an understanding of the 60+ incurable disease victim. This care includes pharmaceutical services, bereavement counseling, volunteer visits, training and visits by social workers, counselors and ancillary medical personnel.	<u>One Hour</u>

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#### **HOUSING ALTERNATIVES** (*Altlvn*)

One Day

This category refers to new and creative efforts in the field of alternative living arrangements that cannot be classified as Foster Care, Day Care, or Home Share Match.

#### **HOUSING COUNSELING** (*Hsecns*)

One Hour

This service is designed to assist the participant in obtaining housing. It also provides suggestions for the improvement of present living conditions.

#### **INFORMATION & ASSISTANCE** (*Info*)

One Contact

A service for older individuals that (A) provides the individuals with current information on opportunities and services available to the individuals in their communities, including information related 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. Service may be reported for individual participants where possible or by using group identifiers where individual reporting is not practicable.

#### **LANGUAGE TRANSLATION** (*Trans*)

One Contact

Service designed to reduce barriers in communications so that the social functioning of participants who do not speak English can be assisted.

#### **LEGAL ASSISTANCE** (*Lgal*)

One Hour

Provision of legal advice, counseling, and representation by an attorney or other person acting under the supervision of an attorney. This code is to be used to indicate generic legal assistance.

#### **LIVE-IN HOME HEALTH AIDE** (*Lihmhad*)

One Day

(See also: Home Health Aide)

Home health aide services that are provided on a live-in (day and night) basis. Services include personal assistance, stand-by assistance, supervision or cues for persons having difficulties with one or more of the activities of daily living: eating, dressing, bathing, toileting and transferring. Aides are trained by licensed home health agencies and perform personal care functions under the supervision of a licensed health care practitioner. This service is intended to be used with the state funded Alzheimer's respite program. If this service is funded under the Older Americans Act the service unit must be converted to hours for compatibility with Administration on Aging reporting requirements.

#### **MEDICAL TRANSPORTATION** (*Dmdtna*)

1 One Way Trip

(See also: Assisted Transportation, Transportation)

Specialized service to provide participants with transportation to and from destinations that provide medical services. May include assistive technologies for persons with mobility limitations.

#### **MEDICAL VISIT** (*Medvis*)

One Visit

Medical visits provide physician or nurse practitioner care either in the home or in a clinic setting.

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#### **MENTAL HEALTH COUNSELING** (*Mtlcns*)

One Hour

This service is designed to provide psychiatric care and counseling to persons in danger of institutionalization or who may have suffered significant losses, dementia, depression, etc. Pharmaceutical therapy is available in addition to counseling when needed. A psychiatrist is available for home visits.

#### **MONEY MANAGEMENT** (*Mnymnt*)

One Hour

This service provides assistance to persons whose ability to manage their own financial affairs is restricted by either impairment or lack of previous experience. This service can be provided by professionals or volunteers working under the supervision of qualified professionals.

#### **NURSING VISITS** (*Nrsvst*)

1/4 Hour

Service designed to provide part-time preventative, restorative and rehabilitative nursing care, including health education and counseling to participants who can be cared for at home.

#### **NUTRITION ASSESSMENT** (*Nutasmt*)

One Contact

Service designed to develop an individualized profile of participants' current nutritional status and the measures required to overcome any deficiencies uncovered. Service must be provided by a dietitian registered with the American Dietetics Association or other health care professional with comparable training.

#### **NUTRITION COUNSELING** (*Nutcnsl*)

One Hour

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

#### **OUTREACH** (*Otrch*)

One Contact

Interventions initiated by an agency or organization for the purpose of identifying individuals with unmet assistance needs and encouraging their use of existing services and benefits. This service includes both the initial contact and any follow-up contacts required to link the participant to appropriate services. This code is to be used both for Outreach, and the service definition "Outreach Follow-up" formerly in use.

#### **PERSONAL ASSISTANCE CREDITS** (*Vpac*)

One Hour

Volunteers provide personal assistance service such as transportation, grocery shopping, respite care and friendly visiting to older persons requiring this assistance to remain in the community. In return these volunteers are given credits, which may be used for similar services should they be required by the volunteers at some time in the future.

#### **PERSONAL CARE AIDE [CHSP]** (*Pchsp*)

One Visit

Assists the client with bathing, shampooing and drying hair, dressing and dental hygiene. A free initial assessment is included to determine the client's needs and appropriateness for services.

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#### **PERSONAL EMERGENCY RESPONSE** (*Emser*)

One Month

In home, twenty four hour electronic alarm system which enables a high risk individual to secure help in a medical, physical, emotional or environmental emergency.

#### **PERSONAL REASSURANCE** (*Tele*)

One Contact

Service provides telephone or personal contact at a prearranged time for participants who live alone. It ensures their health and safety, assures them that help is available if and when needed, and provides community contact over a sustained period of time. This service includes a mechanism to investigate if the participant does not answer the telephone or does not otherwise respond at the prearranged time.

#### **PUBLIC EDUCATION** (*Pubed*)

One Activity

This category is included to cover activities undertaken to increase public awareness of problems or concerns facing the older populations and solutions to these problems. These activities may include public service announcements in the media, preparation of pamphlets, reports, presentations, seminars and newsletters. The target audience of these activities is the general population, and it is usually not possible to specify the number of participants with any degree of precision.

#### **RECREATION** (*Rec*)

One Hour

Service designed to promote health and social well-being by providing activities for social interaction and development of the participant in a group setting.

#### **RESPITE** (*Rspte*)

One Hour

Service designed to provide temporary care to a participant requiring personal care assistance so that his or her at-home caregiver (usually a family member) can have a break. Respite can be provided in the home, long term care facility or a day care facility.

#### **SENIOR CENTER USE** (*Srctrp*)

One Half Day

A service designed to create socialization opportunities and others that are difficult to differentiate or describe. These services are delivered on an as-needed basis by the center director, other professional or volunteer staff, or, in some instance, other participants. This category has been introduced to cover those services available to Senior Citizens Center members on an informal or unstructured basis. These services are not provided during specific time periods, in specially arranged sessions, or by specifically designated personnel.

#### **SHOPPING SERVICES** (*Shop*)

One Hour

Service helps participants to obtain food and other basic necessities in the interest of safety and convenience. This service could involve taking the participant shopping if he/she is able to leave home, or doing the shopping for participants who are not able to get out. Deference should be given to the participant's preferred merchants and to convenience.

#### **SOCIAL SUPPORT SERVICES** (*Sss*)

One Hour

Services which assist participant in adjusting to problems in their personal lives or living environment. They include guidance and assistance in such areas as personal adjustment; marital problems; alcohol or drug dependency, family relations and adjustment counseling. This service includes active

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intervention in the participant's social environment in order to assist the participant in producing an appropriate adjustment. This category covers generic or psycho-social adjustment counseling.

#### **THERAPEUTIC ACTIVITY** (*Thract*)

One Hour

Service designed to provide participants with organized activities intended to improve their physical or emotional health.

#### **TRAINING** (*Train*)

One Session

Service enhances the effectiveness of those who are volunteering their service on behalf of a provider agency and ensures quality care and services. Training includes educational programs for participants seeking paid employment.

#### **TRANSPORTATION** (*Demtrn*)

1 One Way Trip

(See also: Assisted Transportation, Medical Transportation)

Provision of a means of transportation for a person who requires help in going from one location to another, using a vehicle. Does not include any other activity.

#### **VOLUNTEER OPPORTUNITIES** (*Volop*)

One Hour

(See also: Direct Volunteer Service, Training)

This category is included to allow the system to record work done by volunteers in projects covered by the system as well as to record the efforts of those specifically developed to offer participants the chance to experience meaningful social involvement through voluntary community service. This category can be used to record the number of hours of volunteer work contributed by Area Agency and Nutrition Project Board members.

#### **WEATHERIZATION** (*Winter*)

One Hour

(See also: Chore, Home Repair and Renovation)

Service aids low-income participants by reducing the cost of heating or cooling their homes and/or by assuring them of adequate heat during the winter months. It utilizes various energy-saving techniques such as insulation and installing storm windows.

#### **WEB SITE CONTACT** (*Webcon*)

One Contact

Contact or "hit" on an internet web site maintained by the Department of Social Services or a Department of Social Services' contractor or grantee to provide the public with information on services or issues of concern to the older population.