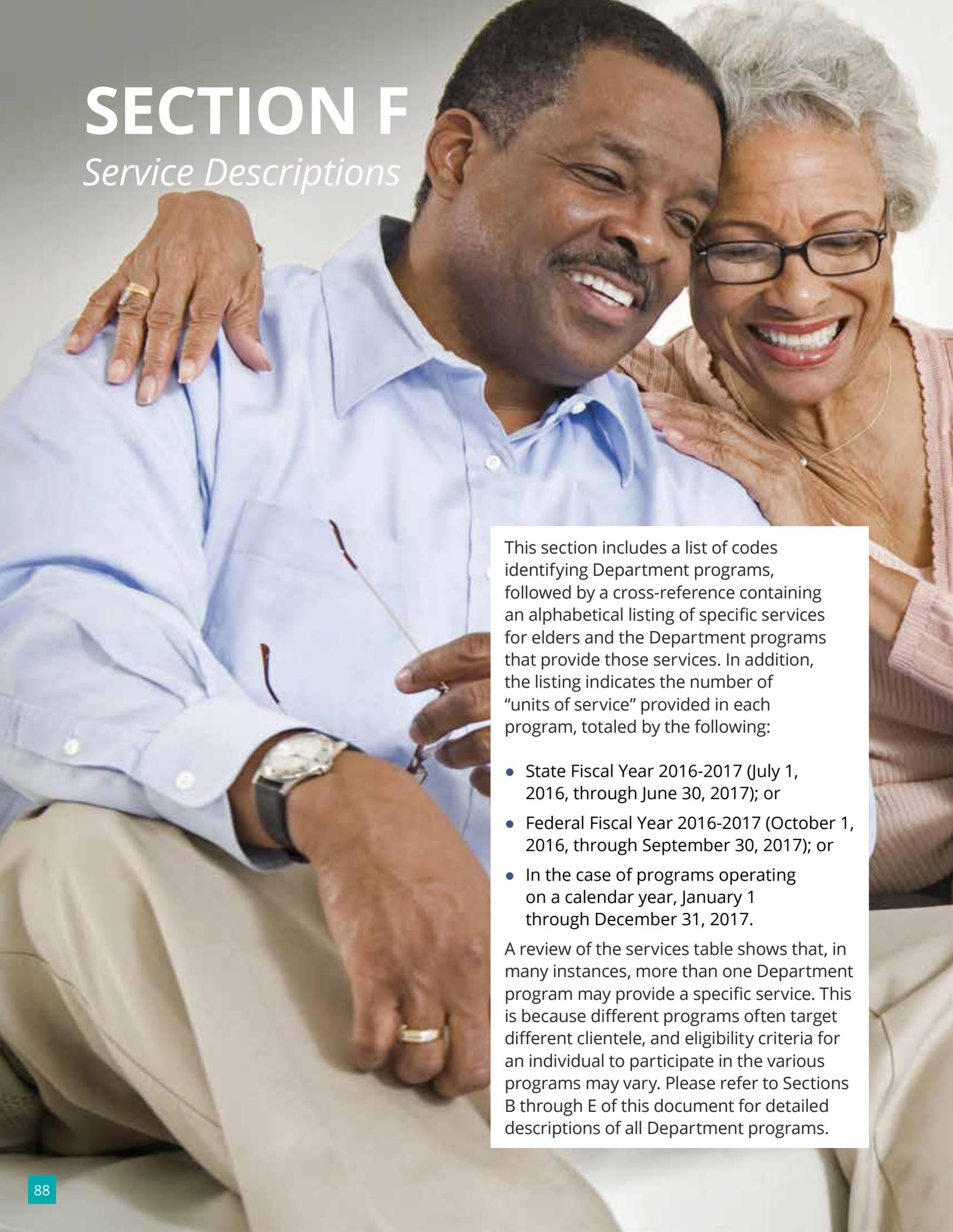


SECTION F

Service Descriptions



This section includes a list of codes identifying Department programs, followed by a cross-reference containing an alphabetical listing of specific services for elders and the Department programs that provide those services. In addition, the listing indicates the number of “units of service” provided in each program, totaled by the following:

- State Fiscal Year 2016-2017 (July 1, 2016, through June 30, 2017); or
- Federal Fiscal Year 2016-2017 (October 1, 2016, through September 30, 2017); or
- In the case of programs operating on a calendar year, January 1 through December 31, 2017.

A review of the services table shows that, in many instances, more than one Department program may provide a specific service. This is because different programs often target different clientele, and eligibility criteria for an individual to participate in the various programs may vary. Please refer to Sections B through E of this document for detailed descriptions of all Department programs.

Service Descriptions

Program Codes Used in This Section

Acronyms/abbreviations for programs with data captured by the Department's Client Information and Registration Tracking System (CIRTS) and the Agency for Health Care Administration's Florida Medicaid Management Information System (FMMIS).

AC	AmeriCorps	MMIS	Medication Management Improvement System
ACFP	Adult Care Food Program	OAA	Older Americans Act
ADI	Alzheimer's Disease Initiative	OPPG	Office of Public and Professional Guardians
AHCA	Agency for Health Care Administration	PACE	Program of All-Inclusive Care for the Elderly
CARES	Comprehensive Assessment and Review for Long-Term Care Services	PSA	Planning and Service Area
CCE	Community Care for the Elderly	RELIEF	Respite for Elders Living in Everyday Families
CIRTS	Client Information and Registration Tracking System	SCP	Senior Companion Program
DOEA	Department of Elder Affairs	SCSEP	Senior Community Service Employment Program
DRI	Dietary Reference Intake	SFMNP	Senior Farmers' Market Nutrition Program
EAR	Emergency Alert Response	SHINE	Serving Health Insurance Needs of Elders Program
EHEAP	Emergency Home Energy Assistance for the Elderly Program	SMMC LTC	Statewide Medicaid Managed Care Long-term Care Program
FMMIS	Florida Medicaid Management Information System	USDA	United States Department of Agriculture
HCE	Home Care for the Elderly		
LSP	Local Services Programs		
LTCOP	Long-Term Care Ombudsman Program		

Service	Description	Unit Type	Program(s)	Units of Service
A Matter of Balance	Adapted from Boston University's Roybal Center by Maine's Partnership for Healthy Aging, "A Matter of Balance" uses practical coping strategies to reduce fear of falling and to diminish the risk of falling, including group discussions; mutual problem-solving exercises to improve strength, coordination, and balance; and home safety evaluation. Includes Asunto de Equilibrio (Spanish version of "A Matter of Balance," in which materials and videos are translated to Spanish).	Episodes	OAA	148
Active Living Every Day	Step-by-step behavior change program that helps individuals overcome their barriers to physical activity. As participants work through the course, they learn lifestyle management skills and build on small successes – methods that have proven effective in producing lasting change.	Episodes	OAA	7
Adult Day Care	Therapeutic social and health activities and services provided to adults who have functional impairments in a protective environment as non-institutional as possible.	Hours	CCE, HCE, LSP, OAA	688,810
Adult Day Health Care	Services furnished four or more hours per day on a regularly scheduled basis for one or more days per week in an outpatient setting, encompassing both health and social services needed to ensure the optimal functioning of the individual.	Hours	CCE, OAA	8,857
	Services furnished in an outpatient setting which encompass both the health and social services needed to ensure optimal functioning of the individual, including social services to help with personal and family problems and planned group therapeutic activities, as well as nutritional meals.		SMMC LTC	5,629,330

Service	Description	Unit Type	Program(s)	Units of Service
Arthritis Foundation Exercise Program	Recreational exercise program designed specifically for people with arthritis and related diseases. The program uses gentle activities to help increase joint flexibility and range of motion, maintain muscle strength, and increase overall stamina.	Episodes	OAA	67
Arthritis Foundation Tai Chi Program	Also known as Tai Chi for Arthritis, this program is offered in community settings and has been proven to improve movement, balance, strength, flexibility, and relaxation. Other benefits associated with this program include decreases in pain and falls.	Episodes	OAA	60
Assisted Living	Personal care services, homemaker services, chore services, attendant care, companion services, medication oversight, and therapeutic social and recreational programming provided in a home-like environment in an assisted living facility. This service does not include the cost of room and board furnished in conjunction with residing in the facility.	Hours	SMMC LTC	2,394,103
Attendant Care	Hands-on supportive and health-related care specific to the needs of a medically stable, physically handicapped individual. Supportive services are those which substitute for the absence, loss, diminution, or impairment of a physical or cognitive function. This service may include skilled or nursing care to the extent permitted by state law. Housekeeping activities that are incidental to the performance of care may also be furnished as part of this activity.	Hours	SMMC LTC	494,328
		Episodes		19,808
Basic Subsidy	Fixed-sum cash payment made to an eligible caregiver each month to reimburse some of his/her expenses of caring for the client. A basic subsidy is provided for support and maintenance of the care recipient, including medical costs not covered by Medicaid, Medicare, or any other insurance.	Months of Service	HCE	20,897



Service	Description	Unit Type	Program(s)	Units of Service
Behavioral Management	Behavioral health care services address mental health or substance abuse needs of members. Services are used to maximize reduction of the enrollee's disability and restoration to the best possible functional level and may include, but are not limited to, the following: an evaluation of the origin and trigger of the presenting behavior; development of strategies to address the behavior; implementation of an intervention by the provider; and assistance for the caregiver in being able to intervene and maintain the improved behavior.	Hours	SMMC LTC	Group: 1,500 Individual: 51,089
		Episodes		Group: 1,901 Individual: 241
Caregiver Training and Support	Training of caregivers, individually or in group settings, to: reduce stress, increase coping skills, provide strategies for effective management of caregiving tasks, and enable them to provide high quality care to recipients within the home. Caregiver training and support may be provided through forums, which include community seminars, support groups, and other organized local, regional, or statewide events.	Hours	ADI, OAA	Group: 4,574 Individual: 2,148
			SMMC LTC	40
Case Aide	Services that are supplemental to case management services and are provided by paraprofessionals under the direction of case managers or designated supervisory staff.	Hours	ADI, CCE, HCE, OAA	21,843
Case Management	Client-centered service that seeks to identify physical and emotional needs and problems through an interview and assessment process; discussing and developing a plan for services that addresses these needs; arranging and coordinating agreed-upon services; and monitoring the quality and effectiveness of the services. Case management is a service for actively enrolled clients that provides continuing support and addresses the changing needs of clients.	Hours	ADI, CCE, HCE, LSP, OAA, SMMC LTC	296,809
		Episodes	SMMC LTC	294,493
		Months	SMMC LTC	16

Service	Description	Unit Type	Program(s)	Units of Service
Child Day Care	Services provided to a minor child no older than 18 or a child with a disability who resides with a grandparent or other related caregiver age 55 or older.	Hours	OAA	8,858
Chore	Services include routine house or yard tasks, including seasonal cleaning; yard work; lifting and moving furniture, appliances, or heavy objects; household repairs that do not require a permit or specialist; and household maintenance. Pest control may be included when not performed as a distinct activity.	Hours	CCE, LSP, OAA, HCE	22,986
Chore – Enhanced	Performance of any house or yard task beyond the scope of regular chore services due to more demanding circumstances requiring more intensified, thorough cleaning.	Hours	CCE, HCE, OAA	6,249
Chronic Disease Self-Management Program	Developed by Stanford University, community setting workshops are provided for individuals with chronic health problems. Workshops cover techniques to deal with problems such as frustration, fatigue, pain, and isolation; appropriate exercise for maintaining and improving strength, flexibility, and endurance; appropriate use of medications; communicating effectively with family, friends, and health professionals; nutrition; and how to evaluate new treatments.	Episodes	OAA	37
Chronic Pain Self-Management Program	Developed by Stanford University for individuals living with chronic pain, participants receive information and practical skills for chronic pain management. This program is for people who have a primary or secondary diagnosis of chronic pain that lasts longer than 3-6 months or longer than the normal healing time of an injury.	Episodes	OAA	13



Service	Description	Unit Type	Program(s)	Units of Service
Companionship	Visiting a client who is socially and/or geographically isolated for the purpose of relieving loneliness and providing the client with continuing social contact with the community. It includes engaging in casual conversation; providing assistance with reading and writing letters; playing entertaining games; escorting a client to a doctor's appointment; and conducting diversion activities such as going to the movies, mall, library, or grocery store. Companions may also assist the recipient with such tasks as meal preparation, laundry, and light housekeeping tasks that are incidental to the individual's care and supervision.	Hours	CCE, OAA, SCP	191,238
Congregate Meals	Meals or snacks provided at eligible Adult Care Food Program centers.	Meals or Snacks	ACFP	2,383,097
	Meals provided at a congregate meal site that comply with the Dietary Guidelines for Americans and provides one-third daily Dietary Reference Intake (DRI) for a female age 70 or older (the predominant statewide demographic recipient), as established by the Food and Nutrition Board of National Academy of Sciences.	Meals	LSP, OAA	3,932,960
Congregate Meals Screening	Assessments for congregate meal applicants or recipients with referral and follow-up as needed.	Hours	LSP, OAA	15,731
Counseling – Cognitive Skills Development	Development of cognitive skills to improve attention, memory, and problem solving, which includes compensatory training.	Hours	SMMC LTC	11,067
Counseling – Gerontological	Emotional support, information, and guidance through a variety of modalities, including mutual support groups for older adults who are having mental, emotional, or social adjustment problems as a result of the process of aging.	Hours	ADI, CCE, HCE, LSP, OAA	Group: 1,025 Individual: 8,378

Service	Description	Unit Type	Program(s)	Units of Service
Counseling – Medicare and Health Insurance	Medicare and health insurance education, counseling, and assistance to Medicare beneficiaries, their families, and caregivers.	Client Contacts	SHINE	175,764
Counseling – Mental Health Counseling and Screening	Services focus on the unique treatment of psychiatric disorders and rehabilitation for impairments for persons suffering from a mental illness, including depression and anxiety. These services include specialized individual, group, and family therapy provided to clients using techniques appropriate to this population.	Hours	ADI, CCE, LSP, OAA	Group: 195 Individual: 4,466
Counseling – Reintegration Training	Community/work reintegration training, which includes shopping, transportation, money management, avocational activities and/or work environment/modification analysis, work task analysis, and use of assistive technology device/adaptive equipment.	Hours	SMMC LTC	60
Diabetes Self-Management Program	Diabetes self-management training services.	Hours	SMMC LTC	27
	Developed by Stanford University, individuals with Type 2 Diabetes attend workshops in a community setting. Subjects covered include techniques to deal with the symptoms of diabetes, fatigue, pain, hyper/hypoglycemia, stress, and emotional programs such as depression, anger, fear, and frustration; appropriate exercise for maintaining and improving strength and endurance; healthy eating; appropriate use of medication; and working more effectively with health care providers. Participants make weekly action plans, share experiences, and help each other solve problems they encounter while creating and carrying out their self-management program.	Episodes	OAA	28



Service	Description	Unit Type	Program(s)	Units of Service
Education	Speaking to groups or distributing materials to individuals at public gatherings about services and opportunities available to them within their communities. Providing formal or informal opportunities for individuals or groups to acquire knowledge, experience, or skills; increasing awareness in areas like crime or accident prevention; promoting personal enrichment; and enhancing skills in a specific craft, trade, job, or occupation. Other options include training individuals or groups in guardianship proceedings for older individuals if other adequate representation is unavailable.	Episodes	ADI, OAA	Group: 11,624 Individual: 960
Emergency Alert Response (EAR) – Installation	Community-based electronic surveillance service that monitors frail homebound elders at high risk of institutionalization. EAR monitors by means of an electronic communication link to a response center with an electronic device that enables the elder to secure help in an emergency. The recipient can also wear a portable “help” button to allow for mobility. The system is connected to the person’s phone and programmed to signal a response center once the “help” button is activated.	Episodes	CCE, OAA, SMMC LTC	793
Emergency Alert Response (EAR) – Maintenance	Maintenance of EAR system, as explained above.	Days	CCE, LSP, OAA	795,422
		Months	SMMC LTC	156,740
Employment and Job Training	Up to 20 hours a week of paid part-time community service work for unemployed low-income persons who are age 55 and older. Assists with placement in unsubsidized employment.	Clients Served	SCSEP	747
Energy Assistance	Assistance to low-income households (with at least one individual age 60 or older in the home) experiencing a home energy emergency.	Households Served	EHEAP	11,115

Service	Description	Unit Type	Program(s)	Units of Service
Enhance Fitness	Group exercise program developed by the University of Washington, in collaboration with Senior Services, that focuses on stretching, flexibility, balance, low-impact aerobics, and strength training exercises.	Hours	OAA	608
Escort	Personal accompaniment and assistance to a person who has physical or cognitive difficulties using regular vehicular transportation. The accompaniment and assistance is provided to individuals to or from service providers, medical appointments, or other destinations needed by the client. Escort is essential during travel to provide safety, security, and support.	Trips	CCE, OAA	483
Financial Risk Reduction – Assessment	Assessment of problem area(s) and guidance for managing income, assets, liabilities, and expenditures.	Hours	CCE	35
Financial Risk Reduction – Maintenance	Maintenance of problem area(s) and guidance for managing income, assets, liabilities, and expenditures.	Hours	CCE	477
Health Promotion	Individual and/or group sessions to help participants understand how lifestyle affects physical and mental health and develop personal practices that enhance total well-being. Services are provided at multipurpose senior centers, congregate meal sites, and other appropriate places that target elders who are low income, minorities, or medically underserved. Services related to health promotion include the following: health risk assessments; routine health screenings; physical activity; home injury control services; mental health screenings for prevention and diagnosis; medication management, screening and education; gerontological counseling; distribution of information concerning diagnosis, prevention, treatment, and rehabilitation of age-related diseases and chronic disabling conditions such as osteoporosis; and cardiovascular diseases.	Episodes	LSP	77



Service	Description	Unit Type	Program(s)	Units of Service
Health Risk Assessment – Individual	Assessment utilizing one tool or a combination of tools to test older persons for certain risk factors that are known to be associated with a disease or condition. Many factors can be modified, including diet, risk-taking behaviors, coping styles, and lifestyle choices (such as smoking and overeating), and can be measured or identified through risk appraisal questionnaires. The health risk assessment helps the individual determine the addictive nature of many factors in their life. This can be done on a one-on-one or group basis.	Episodes	LSP	822
Health Support	Helps individuals secure and utilize necessary medical treatment, as well as preventive, emergency, and health maintenance services.	Hours	LSP, OAA	Group: 14,010
		Episodes	OAA	Individual: 10,398
Healthy Eating Every Day	Helps individuals establish healthy eating habits. Participants will identify the reasons for their poor eating choices, learn management skills, and improve their eating habits. Healthy Eating Every Day follows the USDA Nutrition Guidelines.	Episodes	OAA	5
Home Accessibility Adaptations Services	Physical adaptations to the home required by the enrollee's plan of care which are necessary to ensure the health, welfare, and safety of the enrollee or which enable the enrollee to function with greater independence in the home and without which the enrollee would require institutionalization. Such adaptations may include the installation of ramps and grab bars, widening of doorways, modification of bathroom facilities, or installation of specialized electric and plumbing systems to accommodate the medical equipment and supplies, which are necessary for the welfare of the enrollee. All services shall be provided in accordance with applicable state and local building codes.	Episodes	SMMC LTC	959

Service	Description	Unit Type	Program(s)	Units of Service
Home-Delivered Meals	Complies with the Dietary Guidelines for Americans and provides one-third daily Dietary Reference Intake (DRI) for a female age 70 or older (the predominant statewide demographic recipient), as established by the Food and Nutrition Board of National Academy of Sciences. May include hot, frozen, and/or emergency shelf meals.	Meals	CCE, HCE, LSP, OAA, SMMC LTC	8,881,841
Home Health Aide	Hands on personal care services, simple procedures as an extension of therapy or nursing services, assistance with ambulation or exercises, and assistance with self-administered medication. In-home services are performed by a trained home health aide or certified nursing assistant as assigned by and under the supervision of a registered nurse or licensed therapist.	Hours	CCE, OAA	7,383
Homemaker	Specific home management duties including housekeeping, laundry, cleaning refrigerators, clothing repair, minor home repairs, assistance with budgeting and paying bills, client transportation, meal planning and preparation, shopping assistance, and routine household activities conducted by a trained homemaker. General household activities such as meal preparation and routine household care provided by a trained homemaker when the individual regularly responsible for these activities is temporarily absent or unable to manage these activities. Chore services, including heavy chore services and pest control, may be included in this service.	Hours	CCE, HCE, LSP, OAA	962,727
		Hours	SMMC LTC	6,782,699
HomeMeds	Previously known as Medication Management Improvement System (MMIS), the goal of the program is to identify, assess, and resolve medication problems that are common among frail older adults.	Hours	OAA	1,212



Service	Description	Unit Type	Program(s)	Units of Service
Housing Improvement	Home repairs, environmental modifications, adaptive alterations, or installing security devices.	Hours	CCE, OAA	11,494
		Episodes	CCE	11
Information	Response to inquiries from or on behalf of a person regarding public and private resources and available services.	Episodes	OAA, LSP	260,311
Intake	Completes standard intake and screening instruments in order to gather information about an applicant for services.	Hours	CCE, OAA	51,908
Intermittent and Skilled Nursing	Part-time or intermittent nursing care administered to an individual by a licensed practical nurse, registered nurse, or advanced registered nurse practitioner in the client's place of residence, pursuant to a plan of care approved by a licensed physician.	Hours	SMMC LTC	3,757,109
		Episodes		108
Interpreting/Translating	Interpreting/translating is defined as explaining the meaning of oral and/or written communication to non-English speaking persons or persons with disabilities who require such assistance.	Hours	OAA	1
Legal Assistance	Legal advice and representation by an attorney (including, to the extent feasible, counseling or other appropriate assistance by a paralegal or law student under the supervision of an attorney) to older individuals with economic or social needs. Legal services include counseling or representation by a non-lawyer when permitted by law. Legal assistance protects against the loss of basic civil rights and ensures the autonomy and independence of older persons.	Hours	LSP, OAA	26,655

Service	Description	Unit Type	Program(s)	Units of Service
Long-Term Care Consumer Complaint Investigation	Investigation and resolution of complaints made by or on behalf of residents of long-term care facilities. Complaint investigations are confidential, and services have no fee. Staff and volunteers, certified as ombudsmen, work with residents and facilities to resolve complaints to the resident's satisfaction.	Assessments	LTCOP	4,304
		Facilities		4,130
		Complaint Investigations		5,651
		Visitations		4,516
Material Aid	<ul style="list-style-type: none"> • Direct distribution of commodities, surplus food, clothing, smoke detectors, eyeglasses, hearing aids, security devices, etc. • Food item(s) necessary for health, safety, or welfare. This may include condiments or paper products necessary for food consumption, as well as delivery charges. Alcohol, drug, and tobacco products are excluded. • Repair, purchase, delivery, and installation of any household appliance necessary to maintain a home or assist with household tasks necessary for the health, safety, or welfare of the person. • Purchase of materials necessary to perform chore or enhanced chore services (see Chore Assistance and Enhanced Chore service descriptions above). • Purchase of construction materials necessary to perform housing improvements, alterations, and repairs (see Housing Improvement service description above). 	Episodes	CCE, HCE, LSP, OAA	5,374
Medication Management	Screening, education, identification, and counseling regarding the medication regimens of clients, including prescription and over-the-counter medications, vitamins, and home remedies. These services also help to identify any dietary factors that may interact with the medication regimen. This can be done on a one-on-one or group basis.	Episodes	CCE	71



Service	Description	Unit Type	Program(s)	Units of Service
Medical Equipment and Supplies	<p>Medical equipment and supplies specified in the plan of care, including devices, controls, or appliances that enable the enrollee to:</p> <ul style="list-style-type: none"> • Increase the ability to perform activities of daily living, including medical supplies not available under the State Plan such as adult disposable diapers; • Perceive, control, or communicate the environment in which he or she lives; • Address physical conditions along with ancillary supplies and equipment necessary to the proper functioning of such items, including items necessary for life support; • Address enrollee functional limitations, such as other durable and non-durable medical equipment. 	Items	SMMC LTC	19,025,745
		Hours		15,164
		Episodes		966
Nursing Home Applicant Assessment	Evaluation of the medical necessity for nursing facility care, the level of care required by the individual, and pre-admission screening of all nursing facility applicants to determine serious mental illness or intellectual disabilities.	Assessments	CARES	100,291
Nutrition Assistance	Bundled produce or coupons provided to low-income elders living in targeted service counties. Coupons can be exchanged for locally grown fresh produce at area farmers' markets.	Clients Served	SFMNP	2,892
Nutrition Counseling – Individual	One-on-one individualized advice and guidance to persons who are at nutritional risk because of poor health, nutritional history, current dietary intake, medication use, or chronic illnesses. Nutrition counseling includes options and methods for improving a client's nutritional status.	Hours	CCE, OAA	1,449
Nutrition Education	Accurate, scientifically sound, practical, and culturally sensitive nutrition information and instruction to participants in a group or individual setting consistent with their needs and food resources. Nutrition education is the process by which individuals gain the understanding, skills, and motivation necessary to promote and protect their nutritional well-being through their food choices and food preparation methods.	Clients Served	OAA	259,240

Service	Description	Unit Type	Program(s)	Units of Service
Nutritional Assessment/ Risk Reduction Services	Assessment, hands-on care, and guidance to caregivers and enrollees with respect to nutrition. This service teaches caregivers and enrollees to follow dietary specifications that are essential to the enrollee's health and physical functioning, prepare and eat nutritionally appropriate meals, and promote better health through improved nutrition. This service may include instructions on shopping for quality food and food preparation.	Hours	SMMC LTC	950
Occupational Therapy	Provided to produce specific functional outcomes in self-help, adaptive and sensory motor skill areas, and assist the client to control and maneuver within the environment. The service shall be prescribed by a physician. It may include an occupational therapy assessment that does not require a physician's prescription. In addition, this service may include training direct care staff and caregivers and monitoring those clients to ensure they are carrying out therapy goals correctly.	Episodes	SMMC LTC	40,660
		Hours		122,532
Other Services	Category for goods or services not defined elsewhere that are necessary for the health, safety, or welfare of the person.	Episodes	CCE, HCE, LSP	6,488
Outreach	An OAA-required access service making active efforts to reach targeted individuals face to face, either in a community setting or in neighborhoods with large numbers of low-income minority elderly, making one-on-one contact, identifying their service need and encouraging their use of available resources.	Episodes	OAA	19,022



Service	Description	Unit Type	Program(s)	Units of Service
Personal Care	Assistance with eating, dressing, personal hygiene, and other Activities of Daily Living. This service may include assistance with meal preparation and housekeeping chores such as bed-making, dusting, and vacuuming incidental to the care furnished or essential to the health and welfare of the individual.	Hours	CCE, HCE, LSP, OAA, SMMC LTC	13,447,779
		Items	SMMC LTC	2,986,603
Pest Control Initiation	Addresses insects and other potential carriers of disease and enhances safety, sanitation, and cleanliness for recipients. Initiation covers start-up costs.	Episodes	CCE	203
Pest Control – Enhanced Initiation	Enhanced initial pest control services addressing insects and other potential carriers of disease and enhances the safety, sanitation, and cleanliness for recipients. Initiation covers start-up costs. This service is beyond the scope of pest control initiation due to the greater effort required.	Episodes	CCE	4
Pest Control Maintenance	Addresses insects and other potential carriers of disease and enhances safety, sanitation, and cleanliness for recipients.	Episodes	CCE	1,932
Pest Control – Rodent	Addresses rodents and other potential carriers of disease and enhances safety, sanitation, and cleanliness for recipients. Rodent service consists of trapping, baiting, or other treatments or applications that result in the elimination of the rodent(s).	Episodes	CCE	27
Physical Therapy	Provided to produce specific functional outcomes in ambulation, muscle control and postural development, and prevent or reduce further physical disability. The service shall be prescribed by a physician. It may also include a physical therapy assessment, which does not require a physician’s prescription. In addition, this service may include training direct care staff and caregivers and monitoring those individuals to ensure they are carrying out therapy goals correctly.	Episodes	SMMC LTC	9,653
		Hours		71,464
		Hours	CCE	90

Service	Description	Unit Type	Program(s)	Units of Service
Powerful Tools for Caregivers	Evidence-based education program using a train-the-trainer method of dissemination. It provides individual strategies to handle unique caregiver challenges and develop a wealth of self-care tools to: reduce personal stress; change negative self-talk; communicate needs to family members and health care or service providers; communicate more effectively in challenging situations; recognize the messages in emotions; deal with difficult feelings; and make tough caregiving decisions.	Episodes	OAA	2
Programa de Manejo Personal de la Diabetes	Community workshops designed for Spanish-speaking individuals with Type 2 Diabetes. Participants make weekly action plans, share experiences, and help each other solve problems they encounter in creating and carrying out their self-management program.	Episodes	OAA	2
Public Guardianship	Protection of the property and personal rights of an individual who lacks the capacity to make decisions on their own behalf and in their own best interest, has limited financial means, and has no able or willing family members or friends to serve as guardian.	Wards	OPPG	2,097
Recreation	Planned leisure events such as games, sports, arts and crafts, theater, trips, and other relaxing social activities.	Hours	LSP, OAA	141,017
Referral and Assistance	Resources provided via telephone or face-to-face contact related to an individual's needs. Information is obtained about a person's needs; these needs are assessed; and the person is directed to the appropriate resources most able to meet the need. Contact with the resource is made for the person, as needed. Follow-up is a mandatory part of referral/assistance and is conducted with the referred person and/or the resource to determine the outcome.	Episodes	LSP, OAA	93,361



Service	Description	Unit Type	Program(s)	Units of Service
Respiratory Therapy	Treatment of conditions that interfere with respiratory functions or other deficiencies of the cardiopulmonary system. Services include evaluation and treatment related to pulmonary dysfunction.	Episodes	SMMC LTC	2,034
		Hours		834
Respite	Provision of relief or rest for a primary caregiver from the constant, continued supervision and care of functionally impaired individuals of all ages in an approved facility-based environment or in the home for a specified period of time.	Hours	SMMC LTC	2,247,738
Respite – In-Facility	Provision of relief or rest for a primary caregiver from the constant, continued supervision and care of functionally impaired individuals of all ages by providing care in an approved facility-based environment for a specified period of time.	Hours	ADI, CCE, HCE, OAA	821,819
Respite – In-Home	Provision of relief or rest for a primary caregiver from the constant, continued supervision and care of functionally impaired individuals of all ages by providing care in the home for a specified period of time.	Hours	ADI, AC, CCE, HCE, LSP, OAA, RELIEF, SCP	1,469,640
Screening and Assessment	Administration of standard assessment instruments to gather information and prioritize clients at the time of active enrollment or to re-assess currently active clients to determine need and eligibility for services.	Hours	LSP, OAA	35,866
Shopping Assistance	Helps a client get to and from stores or shops on behalf of a client. Includes proper selection of items to purchase, as well as storing purchased items upon return to the client’s home. A shopping aide may assist more than one client during a shopping trip.	Trips	OAA, CCE	8,759

Service	Description	Unit Type	Program(s)	Units of Service
Sitter	Services provided to a minor child no older than 18 or a child with a disability who resides with a grandparent age 55 and older or other related caregiver age 55 and older. Sitter services may be carried out in the home or in a facility during the day, at night, or on weekends.	Hours	OAA	15,160
Skilled Nursing Services	Part-time or intermittent nursing care administered to an individual by a licensed practical nurse, registered nurse, or advanced registered nurse practitioner in the client's place of residence, pursuant to a plan of care approved by a licensed physician.	Hours	CCE, LSP, OAA	6,561
Specialized Medical Equipment, Services, and Supplies	<ul style="list-style-type: none"> • Adaptive devices, controls, appliances, or services that enable individuals to increase their ability to perform Activities of Daily Living. This service also includes repair of such items as well as replacement parts; • Dentures; walkers; reachers; bedside commodes; telephone amplifiers; touch lamps; adaptive eating equipment; glasses; hearing aids; and other mechanical or non-mechanical, electronic, and non-electronic adaptive devices; • Supplies such as adult briefs, bed pads, oxygen, or nutritional supplements; • Medical services paying for doctor or dental visits; and • Pharmaceutical services paying for needed prescriptions. 	Episodes	ADI, CCE, HCE, OAA	43,220
Speech Therapy	Identification and treatment of neurological deficiencies related to feeding problems, congenital or trauma-related maxillofacial anomalies, autism, or neurological conditions that affect oral motor functions. Therapy services include the evaluation and treatment of problems related to an oral motor dysfunction when determined through a multi-disciplinary assessment to improve an enrollee's capability to live safely in the home setting.	Episodes	SMMC LTC	56,307
		Hours		2,540



Service	Description	Unit Type	Program(s)	Units of Service
Stay Active and Independent for Life (SAIL)	A strength, balance, and fitness class developed as a result of the Washington State Department of Health's Senior Falls Prevention study. The goal of this program is to increase strength, balance, and mobility while decreasing the likelihood of falls.	Hours	OAA	40
Tai Chi: Moving for Better Balance	Developed by the Oregon Research Institute, this simplified, eight-form version of Tai Chi offered in community settings decreases the number of falls and risks associated with falling in older adults. Other benefits associated with this program include social and mental well-being, balance and daily physical functioning, self-confidence in performing daily activities, personal independence, and improved quality of life and overall health.	Episodes	OAA	49
Telephone Reassurance	Communications with designated clients by telephone on a mutually agreed schedule to determine that they are safe and to provide psychological reassurance or to implement special or emergency assistance.	Episodes	OAA	14,201
Tomando Control de su Salud	Skills education for the Spanish speaking population related to chronic disease management. The program is not a translation of the Chronic Disease Self-Management Program but was developed separately in Spanish. Subjects covered are similar, but they are presented in ways that are culturally appropriate.	Episodes	OAA	2

Service	Description	Unit Type	Program(s)	Units of Service
Transportation	Travel to or from community services and resources, health and medical care, shopping, social activities, or other life sustaining activities.	Trips	ADI, CCE, HCE, LSP, OAA	1,089,878
	Non-emergency transportation service offered in accordance with the enrollee's plan of care and coordinated with other service delivery systems. This non-emergency transportation service includes trips to and from services offered by the SMMC LTC Managed Care Plan and includes trips to and from the Managed Care Plan's expanded benefits.	Episodes		2,804,670
		Hours	SMMC LTC	482,256
		Miles		156,945
Un Asunto de Equilibrio	Adapted from Boston University Roybal Center by Maine's Partnership for Healthy Aging, this program uses practical coping strategies to reduce fear of falling and to diminish the risk of falling, including group discussions, mutual problem solving, exercises to improve strength, coordination and balance, and home safety evaluation. This is the Spanish version of A Matter of Balance. Materials and videos have been translated into Spanish.	Episodes	OAA	2
Volunteer Recruitment, Training, and Placement – AmeriCorps	Engages members (volunteers) in intensive service to meet critical community needs and provides in-home respite to elders, caregivers, and families.	Members	AC	60
		Clients Served		150
Volunteer Recruitment, Training, and Placement – Senior Companion Program	Engages elder volunteers to provide services to elders at risk of institutionalization, such as transportation to medical appointments, shopping assistance, meal preparation, companionship, respite, and advocacy.	Volunteers	SCP	83
		Clients Served		220
Volunteer Training	Training for individuals interested in helping caregivers with respite services.	Hours	RELIEF	1,700



Service	Description	Unit Type	Program(s)	Units of Service
Walk with Ease	Developed by the Arthritis Foundation, this program provides services for individuals with arthritis and other ongoing health conditions to increase their level of physical activity. Research supporting this program has shown to reduce disability, pain, fatigue, and stiffness, as well as improve balance, strength, and walking pace. The program also helps build confidence to be physically active and manage ongoing health conditions.	Episodes	OAA	9

Sources for definitions and programs providing services: DOEA Programs and Services Handbook; July 2016 Statewide Medicaid Managed Care Contract, Attachment II-B November 2016

Sources for units of service: DOEA CIRTS; AHCA/FMMIS Medicaid Paid Claims for Medicaid Waiver Services; DOEA Division of Statewide Community-Based Services report data