

# OSA CARE RECIPIENT & CAREGIVER SERVICE DEFINITIONS

## NAPIS CARE RECIPIENT SERVICES

### Cluster I Registered Care Recipient Services

**Care Management** - The provision of a comprehensive assessment, care plan development, periodic reassessment, and ongoing coordination and management of in-home and other supportive services to individuals aged 60 and over who are in need of a nursing facility level of care due to the presence of functional limitations. Services are brokered or directly purchased, according to an agreed-upon care plan, to assist the client in maintaining independence. Care management functions include eligibility determination, assessment, care plan development/supports, coordination, reassessment and on-going monitoring. Activities shall be conducted in accordance with established performance criteria.

**Case Coordination and Support (CCS)** - The provision of a comprehensive assessment of persons aged 60 and over with a complementing role of brokering existing community services and enhancing informal support systems when feasible. Case Coordination and Support (CCS) includes the assessment and reassessment of individual needs, development and monitoring of a service plan, identification of and communication with appropriate community agencies to arrange for services, evaluation of the effectiveness and benefit of services provided, and assignment of a single individual as the caseworker for each client.

**Chore** - Non-continuous household maintenance tasks intended to increase the safety of the individual(s) living at the residence. Allowable tasks are limited to the following: replacing fuses, light bulbs, electrical plugs, and frayed cords, replacing door locks and window catches, replacing/repairing pipes, replacing faucet washers or faucets, installing safety equipment, installing screens and storm windows, installing weather stripping around doors, caulking windows, repairing furniture, installing window shades and curtain rods, cleaning appliances, cleaning and securing carpets and rugs, washing walls and windows, scrubbing floors, cleaning attics and basements to remove fire and health hazards, pest control, grass cutting and leaf raking, clearing walkways of ice, snow and leaves, and/or trimming overhanging tree branches.

**Home Care Assistance** - Provision of in-home assistance with activities of daily living and routine household tasks to maintain an adequate living environment for older persons with functional limitations. Home care assistance does not include skilled nursing services. Allowable personal care activities include assistance with bathing, dressing, grooming, toileting, transferring, eating, and ambulation. Allowable homemaking tasks include laundry, ironing, meal preparation, shopping for necessities including groceries, and light housekeeping. The service also includes observation, recording, and reporting changes in clients' health status and home environment. Note: social/emotional support of client may be offered in conjunction with other allowable tasks.

**Home Injury Control** - Providing adaptations to the home environment of an older adult in order to prevent or minimize the occurrence of injuries. Home injury control does not include any structural or restorative home repair, chore or homemaker activities. Allowable tasks include installation or maintenance of: enhanced lighting, ramps for improved and/or barrier-free access, bathroom chairs and grab bars, non-slip treatments, vision or hearing adaptive devices, stairway and/or hallway handrails, and/or smoke and/or gas alarms.

**Homemaking** - Performance of routine household tasks to maintain an adequate living environment for older individuals with functional limitations. Homemaking does not include provision of chore or personal care tasks. Allowable homemaking tasks are limited to the following: laundry, ironing, meal preparation, shopping for necessities (including groceries), light housekeeping tasks (e.g., dusting, vacuuming, mopping floors, cleaning bathroom and kitchen, making beds, maintaining safe environment), and/or observing, reporting, and

<p>recording any change in client’s condition and home environment. Note: Social/emotional support of client may be offered in conjunction with other allowable tasks.</p>
<p><b>Home Delivered Meals</b> – The provision of nutritious meals to homebound older persons.</p>
<p><b>Home Health Aide</b> - Performance of health-oriented services prescribed for an individual by a physician which may include: assistance with activities of daily living (ADL), assisting with a prescribed exercise regimen, supervising the individual's adherence to prescribed medication and/or special diets, changing non-sterile dressing, taking blood pressure, and other health monitoring activities.</p>
<p><b>Personal Care</b> - Provision of in-home assistance with activities of daily living (ADL) for an individual including assistance with bathing, dressing, grooming, toileting, transferring, eating, and ambulation. Personal care does not include health-oriented services as specified for Home Health Aide Services.</p>
<p><b>Cluster II NAPIS Registered Care Recipient Services</b></p>
<p><b>Congregate Meals</b> - The provision of nutritious meals to older individuals in congregate settings. The service includes provision of nutrition education services and other appropriate nutrition services for older persons.</p>
<p><b>Nutrition Counseling</b> - Provision of individualized advice and guidance to individuals, who are at nutritional risk because of health and/or nutritional history, dietary intake, medications use or chronic illness, about options and methods for improving their nutritional status.</p>
<p><b>Assisted Transportation</b> - A centrally organized service for passenger-assisted transportation of older persons to and from community facilities in order to receive support services, reduce isolation, and otherwise promote independent living.</p>
<p><b>Cluster III NAPIS Non-Registered Care Recipient Services</b></p>
<p><b>Assistance to the Hearing Impaired and Deaf</b> - Provision of assistance to older persons with hearing impairments or who are deaf, to enable them to better compensate for these losses in daily life. Allowable activities include: education/ training relative to community services for and rights and benefits of hearing impaired and deaf persons; assistance in obtaining benefits and services; training in techniques for adjusting lifestyle and living arrangements in response to hearing impairments and deafness; and community education on hearing impairments, and deafness and prevention.</p>
<p><b>Counseling Services</b> - Professional-level counseling services, including emotional support, problem identification and resolution, and skill building, provided to older adults who are experiencing personal, social or emotional problems which may be related to psychological and/or physiological dysfunction. The program may also provide services intended to reduce the incidence of mental health problems in older adults and to facilitate timely intervention. The program may also establish peer-counseling programs that utilize older adults as volunteer counselors.</p>
<p><b>Disaster Advocacy and Outreach Program</b> - Activities undertaken to assist older persons after the President or Governor declares an event either a “disaster” or a “state of emergency.” All activities must be aimed specifically at providing necessary assistance for older persons to ensure access to needed service as well as personal and emotional support necessary for frail or impaired older persons to work toward recovery. The program is also responsible for linking people with a need to agencies that have some ability to fill the need.</p>

**Disease Prevention / Health Promotion** - A service program which provides information and support to older individuals with the intent of assist them in avoiding illness and improving health status. Allowable programs include: Health Risk Assessments, Health Promotion Programs, Physical Fitness, group exercise, music, art, dance movement therapy; programs for Multi-Generational Participation, Medication management, screening, and education to prevent incorrect medication and adverse drug reactions, Mental Health Screening Programs, Education programs pertaining to the use of Preventative Health Services covered under Title XVIII of the Social Security Act, Information programs concerning diagnosis, prevention, treatment and rehabilitation of age related diseases and chronic disabling conditions.

**Friendly Reassurance** - Making regular contact, through either telephone or in-home visits, with homebound older persons to assure their well-being and safety and to provide companionship and social interaction.

**Health Screening** - A systematic screening of an older individual's health status, supervised by a registered nurse, in order to identify and/or monitor actual and potential health problems and to determine if referral for medical intervention is indicated.

**Home Repair** - Permanent improvement to an older person's home to prevent or remedy a sub-standard condition or safety hazard. Home Repair Service offers permanent restoration and/or renovation to extend the life of the home and may involve structural changes. Home repair does not involve making aesthetic improvements to a home, temporary repairs, chore or home maintenance that must be repeated. Allowable home repair tasks include: roof repair/replacement, siding repair/replacement, door and window repair/replacement, foundation repair/replacement, floor repair/replacement, interior wall repair, plumbing and drain repair/replacement, insulating/weatherization (including water heater wrap, low-flow shower head, socket sealers, draft stoppers and door sweeps), stair and exterior step repair/replacement, heating system repair/replacement, ensuring safe and adequate water supply, electrical wiring repair/replacement, obtaining building permits, and/or painting to prevent deterioration in conjunction with repairs.

**Information and Assistance** - Assistance to individuals in finding and working with appropriate human service providers that can meet their needs which may include; information-giving (e.g., listing the providers of a particular service category so an individual may make their own contact directly); group presentations; referral (making contact with a particular provider on behalf of an individual); advocacy intervention (negotiating with a service provider on behalf of a client); and, follow-up contacts with clients to ensure services have been provided and have met the respective service need.

**Legal Assistance** - Provision of legal advice and representation by an attorney (including counseling or other appropriate assistance by a paralegal or law student under the supervision of an attorney), and counseling or representation by a non-lawyer, where permitted by law.

**Long-Term Care Ombudsman/Advocacy** - Provision of assistance to residents of long-term care facilities to resolve complaints through problem identification and definition, education regarding rights, provision of information on appropriate rules, and referrals to appropriate community resources. The service also involves assistance to prospective long-term care facility residents and their families regarding placement, financing and other long term care options. Identification and sharing of best practices in long term care service delivery, with an emphasis on promotion of the Eden Alternative, is also part of the service. Each program must provide the following elements:

*Family Support:* Provision of assistance to elderly persons and their families in understanding, identifying, locating, evaluating and/or obtaining long-term care services;

*Complaint Investigation/Advocacy:* Receipt, investigation, verification and attempted resolution of individual complaints from residents or others acting on their behalf regarding any action which may adversely affect the health, safety, welfare and rights of a long term care facility resident. Complaint resolution processes include negotiation, mediation, and conflict

resolution skills. This component also includes activities related to identifying obstacles and deficiencies in long-term care delivery systems and developing recommendations for addressing identified problems.

*Community Education:* Provision of information to the public including long term care facility residents, regarding all aspects of the long-term care system. This component includes formal presentations, agency consultation, activities with the print and electronic media, development of consumer information materials.

*Volunteer Support:* Conduct of recruitment, training, supervision, and ongoing support activities related to volunteer advocates assigned to assist residents of identified long-term care facilities.

**Medication Management** - Direct assistance to care management clients in managing the use of both prescription and over the counter (OTC) medication. Allowable program components include: Face-to-face review of client's prescription and OTC medication regimen, Regular set-up of medication regimen (PRN), Supervision of compliance with medication regimen, Cueing via home visit or telephone call, and/or Communicating with referral sources (physicians, family members, primary care givers, etc.) regarding compliance with medication regimen.

**Nutrition Education** - An education program which promotes better health by providing culturally sensitive nutrition information (which may also address physical fitness and related health issues) and instruction to participants, and/or care givers, in group or individual settings.

**Outreach** - Efforts to identify and contact isolated older persons and/or older persons in greatest social and economic need who may have service needs and assisting them in gaining access to appropriate services. Outreach does not include comprehensive assessment of need, development of a service plan, or arranging for service provision.

**Personal Emergency Response System (PERS)** - A service system utilizing electronic devices designed to monitor client safety and provide access to emergency crisis intervention for medical or environmental emergencies through the provision of a communication connection system.

**Programs for Prevention of Elder Abuse, Neglect, and Exploitation** - Activities to develop, strengthen, and carryout programs for the prevention and treatment of elder abuse, neglect, and exploitation.

**Senior Center Operations** - Provision of support for the operation of a senior center. A senior center is defined as a community facility where older persons can come together for services and activities, which enhance their dignity, support their independence and encourage their involvement in and with the community.

**Senior Center Staffing** - Provision of funding to support staff positions at a senior center, which may include a senior center director, a senior center program coordinator or a senior center specialist.

**Transportation** - A centrally organized service for transportation of older persons to and from community facilities in order to receive support services, reduce isolation, and otherwise promote independent living.

**Vision Services** - Provision of specialized vision services for the visually impaired and older blind persons which include: orientation and mobility training, rehabilitation for activities of daily living (ADL)\*, optometric services to help persons with severe vision loss to utilize remaining vision as effectively as possible, and/or group education on prevention of or adjustment to visual impairment. \*ADL includes personal hygiene and grooming, meal preparation and kitchen safety, homemaking and leisure pursuits.