

REFERENCE MATERIAL

MIS SERVICE TYPES

SERVICE TYPE	CATEGORY
Assisted Transportation	Transportation
Benefits Counseling	Access
Benefits Education	Access
Case Management	Access
Chore	In Home
Chronic Disease Management	Health/III D
Companion	In Home
Continuing Education	Other Community Services
Day Care	Adult Day Care
Dental Clinics	Dental
Direct Volunteer Services	Other Community Services
Employment Assistance	Other Community Services
Employment Counseling	Access
Energy Related Assistance	Access
Fall Prevention	Health/III D
Family Life Education	Other Community Services
Food Buying Club	Other Community Services
Food Pantry	Other Community Services
Foster Care	Other Community Services
Friendly Visiting	In Home
Health Assessment	Health/III D
Health Counseling	Health
Health Education	Health/III D
Health Screening/Clinic	Health
Home Health Aide	In Home
Home Repair & Renovations	Other Community Services
Home Safety Assessment	Other Community Services
Homemaker	In Home
Hospice	In Home
Housing Alternatives	Other Community Services

SERVICE TYPE	CATEGORY
Housing Counseling	Access
Information & Assistance	Access
Language Translation	Access
Legal Assistance	Legal
Medical Transportation	Transportation
Medical Visit	Health or In Home
Medication Management	Health/III D
Mental Health Counseling	Health/III D
Mental Health Screening and Referral	Health/III D
Money Management	Other Community Services
Nursing Visits	Health or In Home
Outreach	Access
Personal Assistance Credits	Other Community Services
Personal Care Worker	In Home
Personal Emergency Response	In Home
Personal Reassurance	In Home
Physical Activity	Health/III D
Public Education	Other Community Services
Recreation	Other Community Services
Senior Center Use	Other Community Services
Shopping Services	Other Community Services
Social Support Services	Health
Temporary Inpatient Care – Inst	Health
Temporary Inpatient Care – Non Ins	Health
Therapeutic Activity	Health
Training	Other Community Services
Transportation	Transportation
Volunteer Opportunities	Other Community Services
Weatherization	Other Community Services

SERVICE DEFINITIONS

SERVICE NAME

Unit

ASSISTED TRANSPORTATION

1 One Way Trip

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

BENEFITS COUNSELING

One Hour

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.

BENEFITS EDUCATION

One Session

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.

CASE MANAGEMENT

One 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 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

One Hour

Provision of assistance to persons experiencing difficulties with such activities as heavy housework, yard work, sidewalk maintenance and minor home repairs.

CHRONIC DISEASE MANAGEMENT

One Session

A program designed to help people with chronic diseases to gain self-confidence in their ability to control their symptoms, take on health challenges and maintain control of their lives.

COMPANION

One Hour

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 housekeeping.

CONTINUING EDUCATION

One Session

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.

DAY CARE

One 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 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, medications assistance, and personal care assistance are also provided by some adult day care programs.

DENTAL CLINICSOne Visit

Clinic programs that offer dental screening and/or treatment.

DIRECT VOLUNTEER SERVICESOne Contact

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 cannot be otherwise identified.

EMPLOYMENT ASSISTANCEOne Contact

Service designed to help participants locate and qualify for gainful employment.

EMPLOYMENT COUNSELINGOne Hour

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.

ENERGY RELATED ASSISTANCEOne Contact

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.

FALL PREVENTIONOne Session

A service designed to assess fall risk factors such as balance and gait impairments, postural hypotension, medication use, vision impairment and environmental hazards including unsafe footwear or assistive devices. Consumers are counseled on appropriate steps to take to reduce their risk for falls and are provided educational materials. Fall prevention may also include programs that incorporate strategies to reduce the fear of falling, increase physical activity levels, increase strength and balance, and address environmental changes to reduce falls.

FAMILY LIFE EDUCATIONOne Session

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.

FOOD BUYING CLUBOne 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.

FOOD PANTRYOne Distribution to an Individual

A service that distributes contributed food to seniors at no cost to the participant. Participants may come to the pantry or the pantry may bring food to the participant.

FOSTER CAREOne Day

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

FRIENDLY VISITINGOne 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 One Visit

Service designed to develop an 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 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 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 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.

HOME HEALTH AIDE One Hour

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.

HOME REPAIR & RENOVATION One Hour

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.

HOME SAFETY ASSESSMENT One Contact

In-home evaluation made by a current Certified Aging in Place Specialist (CAPS) to identify risks and hazards in the home as well as suggestions and solutions that would enable a person to remain in their home.

HOMEMAKER One Hour

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.

HOSPICE One Hour

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.

HOUSING ALTERNATIVES One Day

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

HOUSING COUNSELINGOne Hour

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

INFORMATION & ASSISTANCEOne 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 TRANSLATIONOne Contact

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

LEGAL ASSISTANCEOne 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. Specialized codes indicating the nature of the legal problem necessitating service are found in the 900 block of codes.

MEDICAL TRANSPORTATION1 One Way Trip

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 VISITOne Visit

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

MEDICATION MANAGEMENTOne Session

A group of educational and/or screening services that optimize outcomes for individuals related to their medication use in order to prevent medication errors and adverse drug reactions. Services are based upon the responsibilities within the licensed pharmacist's, or other qualified health care provider's, scope of practice.

MENTAL HEALTH COUNSELINGOne 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.

MENTAL HEALTH SCREENING AND REFERRALOne Session

Depression or alcohol self-management programs facilitated by case managers, social workers, or social service providers that may include: screening and assessment, education for clients and family caregivers, referral and linkages to appropriate health professionals, and behavioral activations. Services may also include problem-solving treatment, social and physical activation, and follow-up phone calls.

MONEY MANAGEMENTOne 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 VISITS1/4 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.

OUTREACHOne 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.

PERSONAL ASSISTANCE CREDITSOne 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 WORKEROne Hour

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.

PERSONAL EMERGENCY RESPONSEOne 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 REASSURANCEOne 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.

PHYSICAL ACTIVITYOne Session

Physical activity programs focus on key areas important to the health and fitness of older adults such as stretching and flexibility, low-impact aerobics, strength training, and balance. These programs may also include components that include group-based problem solving methods and strategies that integrate physical activity into everyday living.

PUBLIC EDUCATIONOne 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.

RECREATIONOne 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.

SENIOR CENTER USEOne 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 SERVICESOne 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 SERVICESOne Hour

Services which assist participants 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 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.

TEMPORARY INPATIENT CARE-INSTITUTIONALOne Day

This service provides short-term inpatient respite care in an institutional setting. The service is usually provided in a nursing home and includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided.

TEMPORARY INPATIENT CARE-NON-INSTITUTIONAL One Day

This service is similar to service code 365 with the exception that it provides respite care in non-institutional settings such as residential care homes, assisted living communities, etc. The service includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided.

THERAPEUTIC ACTIVITYOne Hour

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

TRAININGOne Session

Training 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.

TRANSPORTATION1 One Way Trip

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 OPPORTUNITIESOne Hour

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.

WEATHERIZATIONOne Hour

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 insulating and installing storm windows.

FOCAL POINTS

The 1978 amendments to the Older American Act (OAA) charged Area Agencies with designating “a focal point for comprehensive service delivery in each community to encourage the maximum co-location and coordination of services for older individuals.”

The concept of community focal points for service delivery was developed to simplify access to the service delivery system for older people. Designation of community focal points decreases fragmentation and duplication of services at the local level. Focal points create an identifiable place for older people to come together, receive services and develop skills. The following centers have been designated as Focal Points in their communities:

Site/Contact Person	Address	Telephone
Colchester Senior Center Patti Watts	95 Norwich Ave Colchester, CT 06415	(860) 537-3911
East Hampton Senior Center Jo Ann Ewing	105 Main Street East Hampton, CT 06424	(860) 267-4426
East Lyme Senior Center Cathy Wilson	37 Society Road Niantic, CT 06357	(860) 739-5859
Estuary Council of Seniors, Inc. Stan Mingione	220 Main Street Old Saybrook, CT 06475	(860) 388-1611
Griswold Senior Center Tina Falck	22 Soule Street Jewett City, CT 06351	(860) 376-2604
Groton Senior Center Mary Jo Riley	102 Newtown Road Groton, CT 06340	(860) 441-6785
Lisbon Senior Center Karen Washington	11 Newent Road Lisbon, CT 06351	(860) 376-2329
Montville Senior Center Kathleen Doherty-Peck	12 Maple Ave Uncasville, CT 06382	(860) 848-0422
New London Senior Center Marina Vracevic	120 Broad Street New London, CT 06320	(860) 447-5232
Pawcatuck Neighborhood Center Susan Sedensky	27 Chase Street Pawcatuck, CT 06379	(860) 599-3285
Plainfield Senior Center Mark Simmons	482 Norwich Road Plainfield, CT 06374	(860) 564-1819
Quinebaug Senior Center Linda Lamoureux	69 South Main Street Brooklyn, CT 06234	(860) 774-1243
Rose City Senior Center Mike Wolak	8 Mahan Drive Norwich, CT 06360	(860) 889-5960
Waterford Senior Center Lisa Cappuccio	24 Rope Ferry Road Waterford, CT 06385	(860) 444-5839
The Waverly Center Mary Pont	7 Waverly Avenue Portland, CT 06480	(860) 342-6760