Barbara Jo Crea, Director
Gary Quinn, Deputy Director
Virginia E. Haines, Commissioner
John P. Kelly, Commissioner
Frank Sadeghi, Commissioner

Tristin J. Collins, Director, Management & Budget
Jennifer L. Bowens, Purchasing Agent

County of Ocean
Administration Building
101 Hooper Avenue
Toms River, NJ 08754

CC

YEAR ONE, OLDER AMERICANS ACT TITLE III AREA PLAN CONTRACT

2025

2024

ADVERTISEMENT DATE: June 12, 2024
OPENING: July 18, 2024, 4:00 pm

NOTICE OF COMPETITIVE CONTRACT

The Ocean County Board of Commissioners is requesting proposals for vendors to provide services for

2025-2027 Area Plan Contract ***Year One, Older Americans Act Title III, Area Plan Contract 2025.***

The Older Americans Act (OAA) was originally signed into law by President Lyndon B. Johnson on July 14, 1965, to meet the diverse needs of the growing numbers of older persons in the United States. The OAA set out specific objectives for maintaining the dignity and welfare of older individuals. It is the major vehicle for the organization and delivery of social and nutrition services to older individuals and their caregivers and authorizes a wide array of service programs.

The Ocean County Office on Aging (Ocean County Office of Senior Services) was designated by the State as the Area Agency on Aging (AAA) for Ocean County in 1973. The Office serves the growing population of adults aged 60 and over and their caregivers. It develops programs and partnerships to deliver essential services to the population and is the leader relative to all aging issues in the County. As mandated under the Older Americans Act, the Ocean County Office on Aging prepares, develops, and carries out an Area Plan Contract (APC), which is approved by the State Division on Aging and Community Services. The goal of this plan is to develop a comprehensive and coordinated system for supportive services, nutrition services and caregiver services for our county residents. These systems are designed to assist older people in leading independent, meaningful and dignified lives in their own homes and communities for as long as possible.

In an effort to create a comprehensive aging network under the Older Americans Act, the Ocean County Office on Aging distributes federal and state dollars to local agencies to ensure that a wide range of services are available for county Older Adults. In this Request for Proposal process, the Ocean County Office on Aging is looking to fund specific areas such as; access services (Information and Assistance, APC Options Counseling, Care Management, Transportation, Assisted Transportation, and Assistive Technology), in-home supportive services (Home Modification, Social Visiting, Telephone Reassurance, Residential Maintenance/Heavy Chore, Housekeeping, Certified Home Health Aide, Emergency, Homesharing/Matching, Housing Assistance and Personal Care), other services (Adult Day Services - Social, Adult Protective Services, Legal Assistance, Physical Health, Oral Health, Mental Health, Counseling, Physical Activity, Socialization/Recreation and Other Supplemental Services), nutrition services (Congregate Nutrition, Home Delivered Nutrition, State Weekend Home Delivered Meals, Nutrition Education, Nutrition Counseling and Portable Nutrition), and caregiver services (NFCSP Caregiver Other Supplemental Service, NFSCP Caregiver Information and Assistance, NFCSP Caregiver Options Counseling, NFCSP Caregiver Assistive Technology, NFCSP Caregiver Home Modification, NFCSP Caregiver Residential Maintenance, NFCSP Visiting Nurse – Respite, NFCSP Caregiver Housing Assistance, NFCSP Caregiver Support Group, NFCSP Caregiver Counseling, NFCSP Trained Volunteer Assistance, NFCSP

Respite - Other, NFCSP Respite – In-Home, NFCSP Respite – Out of Home – Day, and NFCSP Respite – Out of Home – Night.).

The Request for Proposal (RFP) is available on the Ocean County Procurement Portal Website: https://procurement.opengov.com/portal/oceancounty or available for viewing at the Ocean County Purchasing Department at 732-929-2101.

All proposals must be received prior to4:00 pm**,** prevailing time on Thursday, July 18, 2024. The County will not be responsible for late submissions and no proposals will be accepted after the time stipulated in this notice.

Signed:

BARBARA JO CREA, Director

JENNIFER L. BOWENS, Purchasing Agent

Introduction to Proposers

Text

Summary

The Ocean County Board of Commissioners is requesting proposals for vendors to provide services for Year One, Older Americans Act Title III Area Plan Contract 2025.

Background

In May of 2024, Ocean County Office on Aging (Ocean County Office of Senior Services) conducted an online and a paper survey, as well as an in-person public hearing held on May 23, 2024 – polling over 964 constituents that agreed to participate as well as homebound seniors that did not have access to a computer. Ocean County Office on Aging (Ocean County Office of Senior Services) goal was to discover the top three factors that contribute to the ability of an Ocean County older adult to maintain an independent life, the top three problems that have the greatest impact on the ability of an Ocean County older adult to live independently in the community, and the top five choices of necessary services to attain that goal.

Our Needs Assessment survey had three sections with each section containing one question and each question having multiple choices. Our request was for each participant to read each question and then choose those factors they felt most important to their quality of life.

Out of 964 polled respondents:

The Top Three Choices to Maintain an Independent Life:

Access to Healthcare	491
Financial Security	447
Affordable Services	406

The Top Three Concerns that Impact the Ability to Maintain an Independent Life:

Chronic Health Issues	403
Isolation and Loneliness	289
Not Having Enough Money for Basic Needs	266

The Top Five Services Viewed as a Priority to Maintain an Independent Life:

Transportation	568
Home Delivered Meals	430
Information & Assistance	390
Personal and In-Home Care Services	373
Financial Assistance	358

Contact Information

For further information regarding these specifications, contact

Nicole Concepcion
Analyst Trainee
Email: nconcepcion@co.ocean.nj.us
Phone: (732) 929-2091 Ext: 4079
Department:
Senior Services

Timeline

Advertising Date	June 12, 2024
Technical Assistance Meeting (Non-Mandatory)	June 18, 2024, 10:00am Microsoft Teams: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZGRiNTlmZTItODUzMS00MThjLTk2OTctNzFlNjQ1MjA0ZGUw%40thread.v2/0?context=%7b%22Tid%22%3a%22db9cdc8c-6fae-4c51-a7a2-638f7e69aecc%22%2c%22Oid%22%3a%22680fe81f-cf54-4491-93dc-843f3a135248%22%7d Meeting ID: 264 730 464 365 Passcode: Q9EVgw Or call in (audio only) +1 848-200-0868, United States, Edison Phone Conference ID: 601 094 626#.
Competitive Contract Receipt Date	July 18, 2024, 4:00pm Administration Building, 101 Hooper Ave., Room 119, Toms River, NJ, 08753

Instructions to Proposers

INTRODUCTION

The County of Ocean is a County of Fifth Class as defined in N.J.S.A. 40A:6-1 et seq. Pursuant to N.J.S.A. 19:44A-20.4 et seq., the County of Ocean requests proposals from firms capable of providing aging services for a one-year contract term, commencing January 1, 2025, through December 31, 2025.

The successful vendor(s) must have a minimum of two years' experience in providing programs and services to older adults.

METHOD OF SUBMISSION

The County of Ocean is accepting **only** electronic proposals for this Competitive Contract. Submitting your proposal manually is cause for rejection.

You may only provide one (1) final submission which includes one (1) complete Competitive Contract proposal. ***DO NOT*** submit a hard copy of your electronic submission.

Important Instructions for Electronic Submittal

The County is accepting electronic bid submissions with Open Gov by following these instructions:

Sign up for a FREE account at https://procurement.opengov.com/portal/oceancounty

Once you have completed account registration, browse back to this page: County's OpenGov Electronic Bid Portal (https://procurement.opengov.com/portal/oceancounty/)

Click on the bid of interest, then click "Draft Response".

Follow the instructions to submit the electronic bid.

It is important to note that this process should be completed well in advance of the bid deadline / bid opening. DO NOT WAIT UNTIL THE LAST MINUTE. The County's electronic submission system will not allow electronic bids to be submitted once the deadline has passed, even if you've already started the process. The deadline is based on the countdown timer found on the OpenGov bid submission page.

Mandatory Equal Employment Opportunity

N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)

N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. l7:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

- Letter of Federal Affirmative Action Plan Approval
- Certificate of Employee Information Report
- Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at www.state.nj.usreasury/contract_compliance)

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Purchase & Property, CCAU, EEO Monitoring Program as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Purchase & Property, CCAU, EEO Monitoring Program for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27**.

Americans with Disabilities Act

Equal Opportunity For Individuals With Disabilities

The CONTRACTOR and the COUNTY do hereby agree that the provisions of title II of the Americans with Disabilities Act of 1990 (the "Act") (42 U.S.C. 12101 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs and activities provided or made available by public entities, and the rules and regulations promulgated pursuant thereunto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the COUNTY pursuant to this contract, the CONTRACTOR agrees that the performance shall be in strict compliance with the Act. In the event that the CONTRACTOR, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the CONTRACTOR shall defend the COUNTY in any action or administrative proceeding commenced pursuant to this Act. The CONTRACTOR shall indemnify, protect and save harmless the COUNTY, its agents, servants and employees from and against any and all suits, claims, losses, demands, or damages of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The CONTRACTOR shall, at its own expense, appear, defend and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the COUNTY'S grievance procedure, the CONTRACTOR agrees to abide by any decision of the COUNTY which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the COUNTY or if the COUNTY incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the CONTRACTOR shall satisfy and discharge the same at its own expense.

The COUNTY shall, as soon as practicable after a claim has been made against it, give written notice thereof to the CONTRACTOR along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the COUNTY or any of its agents, servants and employees, the COUNTY shall expeditiously forward or have forwarded to the CONTRACTOR every demand, complaint, notice, summons, pleading, or other process received by the COUNTY or its representatives.

It is expressly agreed and understood that any approval by the COUNTY of the services provided by the CONTRACTOR pursuant to this contract will not relieve the CONTRACTOR of the obligation to comply with the Act and to defend, indemnify, protect and save harmless the COUNTY pursuant to this paragraph.

It is further agreed and understood that the COUNTY assumes no obligation to indemnify or save harmless the CONTRACTOR, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the CONTRACTOR expressly understands and agrees that the provision of this indemnification clause shall in no way limit the CONTRACTOR'S obligations assumed in this Agreement, nor shall they be construed to relieve the CONTRACTOR from any liability, nor preclude the COUNTY from taking any other actions available to it under any other provisions of this Agreement or otherwise at law.

Evaluation Criteria

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	**Proposer's Understanding of the Project** Proposals will be evaluated against the questions set forth below: Has the proposer demonstrated a thorough understanding of the purpose and scope of the project? How well has the proposer identified pertinent issues and potential problems related to the project? Has the proposer demonstrated that they understand the deliverables the County expects them to provide? Has the proposer fully responded to all the questions set forth herein? Does the proposal depict a logical approach to fulfilling the requirements of the RFP?	Points Based	40 *(40% of Total)*
2.	**Experience and Qualifications** Proposals will be evaluated against the questions set forth below: Does the proposer appear to be a solid organization who has demonstrated ability to perform the functions described in this project plan? Do the individuals assigned to the project have experience on similar projects? Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in work this project requires? How extensive is the applicable education and experience of the personnel designated to work on the project? Has the proposer demonstrated experience in completing similar projects? How successful is the general history of the proposer regarding timely and successful completion of the projects? Has the proposer provided letters of reference from previous clients?	Points Based	30 *(30% of Total)*

3.	**Cost** Proposals will be evaluated against the questions set forth below: How does the cost compare to other similarly scored proposals? Is the price and its component charges, fees, etc. adequately explained or documented? • Ability to leverage resources with other partners resulting in innovative serve approaches will be considered.	Reward Low Cost	30 *(30% of Total)*

Scope of Work

SCOPE OF WORK

Please refer to the PDF under "Attachments" to view the downloadable Competitive Contract document and Scope of Work.

Vendor Questionnaire

OpenGov Vendor Account Verification*

I have verified that I am logged into OpenGov using an **account name** that corresponds to the **Tax ID number** and **Business Name** used throughout all documentation in this solicitation. I further understand that should my company be awarded a contract with Ocean County, the company information listed on the **Signature Page** document will be used to generate all contract documents.

☐ Please confirm
*Response required

DOCUMENTS TO BE EXECUTED*

Documents include:

- Signature Page
- Non-Collusion Certification
- Affirmative Action Questionnaire
- **Statement of Ownership (N.J.S.A. 52:25-24.2) (Mandatory Document)**
- Disclosure of Investment Activities in Iran
- Certification of Non-Involvement in Prohibited Activities in Russia or Belarus

FAILURE TO SUBMIT ANY OF THESE DOCUMENTS **MAY BE** CAUSE FOR REJECTION OF YOUR PROPOSAL.

All documents should be from this proposal package as forms change frequently and the most updated forms are provided in this specification. The forms must not be dated or executed prior to the date of advertising.

NOTE: For detailed instructions on how to complete the forms via DocuSign, please access the "Instructions for Completing Forms in DocuSign" document available in the Attachments.

Please note: The County's preferred method of submission is DocuSign.

Click here to go to the form
*Response required

Certificate of Employee Information Report

Within seven (7) days after receipt of the notification of intent to award the contract or receipt of the contract, whichever is sooner, a Contractor should present one of the following to the County of Ocean:

(a) An existing federally approved or sanctioned affirmative action program.

(b) A New Jersey Certificate of Employee Information Report Approval.

(c) If the Contractor cannot present "a" or "b", the Contractor is required to submit a completed Employee Information Report (Form AA302). This form will be made available to the Contractor by the County of Ocean.

QUESTIONS BELOW MUST BE ANSWERED BY ALL CONTRACTORS:

1. Do you have a Federally approved or sanctioned Affirmative Action Program?

If yes, please upload a photocopy of such approval.

2. Do you have a State of New Jersey "Certificate of Employee Information Report" approval?

If yes, please upload a photocopy of such certificate.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)
Images (jpg, png, bmp, tif)

Copy of New Jersey Business Registration Certificate/Copy of IRS letter granting tax exempt status under Sec. 501(c)3

A Valid BRC or Copy of IRS letter granting tax exempt status under Sec. 501(c)3 is required Prior to Award of Contract. Please upload your company's BRC of Copy of IRS letter granting tax exempt status under Sec. 501(c)3.

Use the following link to check the status of your company's BRC:

https://www1.state.nj.us/TYTR_BRC/jsp/BRCLoginJsp.jsp

NOTE: a BRC/copy of IRS letter granting tax exempt status is not required at the time of submission, only prior to award of the contract.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)
Images (jpg, png, bmp, tif)

Mandatory Equal Employment Opportunity Statement*

Does the PROPOSER comply with the #Mandatory Equal Employment Opportunity Statement?

☐ Yes
☐ No
*Response required

Americans with Disabilities Act Provisions*

Does the PROPOSER comply with the #Americans with Disabilities Act Provisions?

☐ Yes
☐ No
*Response required

COMPETITIVE CONTRACT PROPOSAL *
Please upload your Competitive Contract proposal for Year One, Older Americans Act Title III Area Plan Contract 2025.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)
Images (jpg, png, bmp, tif)

*Response required

REFERENCES
Please upload your references for Year One, Older Americans Act Title III Area Plan Contract 2025.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)
Images (jpg, png, bmp, tif)

CERTIFICATE OF INSURANCE
Please upload your Certificate of Insurance for Year One, Older Americans Act Title III Area Plan Contract 2025.

Please note, the only acceptable file forms are as follows:

Documents (doc, docx, rtf, txt, xls, xlsx, pdf)
Images (jpg, png, bmp, tif)

SCOPE OF WORK QUESTIONNAIRE*
Please download the below documents, complete, and upload.

- Scope_of_Work_Form_-_Fillab...

*Response required

REQUEST FOR PROPOSAL FORM*
Include one (1) copy of this page for each program that is being applied for.

Please download the below documents, complete, and upload.

- Request_for_Proposal_Form_-...

*Response required

REQUEST FOR PROPOSAL BUDGET PAGES*
Include one (1) copy of this page for each program that is being applied for.

Please download the below documents, complete, and upload.

- Request_for_Proposal_Budget...

*Response required

SPECIFIC MEASURABLE OBJECTIVES FORM*
Include one (1) copy of this page for each program that is being applied for.

Please download the below documents, complete, and upload.

- Specific_Measurable_Objecti...

*Response required

NAPIS COMPLIANCE FORM*
Please download the below documents, complete, and upload.

- NAPIS_Compliance_Form_-_Fil...

*Response required

AREA PLAN CONTRACT (APC) PROCESS AGREEMENT*
Please download the below documents, complete, and upload.

- Area_Plan_Contract_(APC)_Pr...

*Response required

AREA PLAN CONTRACT (APC) LOGO COMPLIANCE FORM*
Please download the below documents, complete, and upload.

- Area_Plan_Contract_(APC)_Lo...

*Response required

PROPOSAL SUBMISSION ACKNOWLEDGMENT*
The County of Ocean is accepting only electronic proposals for this Competitive Contract. Submitting your proposal manually is cause for rejection. You may only submit one (1) proposal. DO NOT submit a hard copy of your proposal. Please confirm that you understand that the method of submission is electronic ONLY and that submitting a proposal manually is automatic cause for rejection.

☐ Please confirm
*Response required

SUBMISSION OF PROPOSAL FORMS*
Proposers shall complete all documents and acknowledge all terms included with this package. All documents should be from this proposal package as forms change frequently and the most updated forms are provided in this specification. The forms must not be dated or executed prior to the date of advertising. Failure to follow these instructions is cause for rejection.

☐ Please confirm
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Management & Budget
Jennifer L. Bowens, Purchasing Agent

COUNTY OF OCEAN
ADMINISTRATION BUILDING
101 HOOPER AVENUE
TOMS RIVER, NEW JERSEY 08753

COMPETITIVE CONTRACT

REQUEST

FOR

PROPOSAL

FOR

2025-2027 Area Plan Contract

Year One, Older Americans Act

Title III Area Plan Contract

2025

Advertising date: **June 12, 2024**
All proposals must be received prior to **4:00pm,** prevailing time on **July 18, 2024**.

Request for Proposals

The Ocean County Board of Commissioners is requesting proposals for vendors to provide services for

2025-2027 Area Plan Contract *Year One, Older Americans Act Title III, Area Plan Contract 2025.*

The Older Americans Act (OAA) was originally signed into law by President Lyndon B. Johnson on July 14, 1965, to meet the diverse needs of the growing numbers of older persons in the United States. The OAA set out specific objectives for maintaining the dignity and welfare of older individuals. It is the major vehicle for the organization and delivery of social and nutrition services to older individuals and their caregivers and authorizes a wide array of service programs.

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By order of the Board of Commissioners of the County of Ocean.

Signed: ***BARBARA JO CREA***
Director
JENNIFER BOWENS
County Purchasing Agent

2025 Needs Assessment Survey Results

In May of 2024, Ocean County Office on Aging (Ocean County Office of Senior Services) conducted an online and a paper survey, as well as an in-person public hearing held on May 23, 2024 – polling over 964 constituents that agreed to participate as well as homebound seniors that did not have access to a computer. Ocean County Office on Aging (Ocean County Office of Senior Services) goal was to discover the top three factors that contribute to the ability of an Ocean County older adult to maintain an independent life, the top three problems that have the greatest impact on the ability of an Ocean County older adult to live independently in the community, and the top five choices of necessary services to attain that goal.

Our Needs Assessment survey had three sections with each section containing one question and each question having multiple choices. Our request was for each participant to read each question and then choose those factors they felt most important to their quality of life.

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Not Having Enough Money for Basic Needs	266

The Top Five Services Viewed as a Priority to Maintain an Independent Life:

Transportation	568
Home Delivered Meals	430
Information & Assistance	390
Personal and In-Home Care Services	373
Financial Assistance	358

Notice of Competitive Contracting

Notice is hereby given that Ocean County Office on Aging is accepting proposals for the period commencing January 1, 2025 through to December 31, 2025 at the discretion of the county subject to the availability of funds and to the continuing satisfactory performance by the provider of service for Older Americans Act Title III, State Match, State Weekend Home Delivered Meals, Safe Housing and Transportation, Supplemental Aging Supportive Services, Adult Protective Services, Medicaid Match, Care Management Quality Assurance, Nutrition Services Incentive Programs servicing Ocean County residents 60 years of age and older.

For the 2025 Area Plan Contract (APC), the following services have been established as priorities:

Access:	Information and Assistance, APC Options Counseling, Care Management, Transportation, Assisted Transportation, and Assistive Technology.
In-Home Support:	Home Modification, Social Visiting, Telephone Reassurance, Residential Maintenance/Heavy Chore, Housekeeping, Certified Home Health Aide, Emergency, Homesharing/Matching, Housing Assistance and Personal Care.
Other Services:	Adult Day Services (Social), Adult Protective Services, Legal Assistance, Physical Health, Oral Health, Mental Health, Counseling, Physical Activity, Socialization/Recreation and Other Supplemental Services.
Nutrition Support:	Congregate Nutrition, Home Delivered Nutrition, State Weekend Home Delivered Meals, Nutrition Education, Nutrition Counseling and Portable Nutrition.
Caregiver:	NFCSP Caregiver Other Supplemental Service, NFSCP Caregiver Information and Assistance, NFCSP Caregiver Options Counseling, NFCSP Caregiver Assistive Technology, NFCSP Caregiver Home Modification, NFCSP Caregiver Residential Maintenance, NFCSP Visiting Nurse – Respite, NFCSP Caregiver Housing Assistance, NFCSP Caregiver Support Group, NFCSP Caregiver Counseling, NFCSP Trained Volunteer Assistance, NFCSP Respite - Other, NFCSP Respite – In-Home, NFCSP Respite – Out of Home – Day, and NFCSP Respite – Out of Home – Night.

- See Area Plan Contracts (APC) Division of Aging Service Definition Taxonomy 2025 attachment for service standards.

Introduction

The County of Ocean is a County of Fifth Class as defined in N.J.S.A. 40A:6-1 et seq. Pursuant to N.J.S.A. 19:44A-20.4 et seq., the County of Ocean requests proposals from firms capable of providing aging services for a one-year contract term, commencing January 1, 2025, through December 31, 2025.

The successful vendor(s) must have a minimum of two years' experience in providing programs and services to older adults.

Method of Submission

The county of Ocean is accepting **only** electronic proposals for this RFP. Submitting your proposal manually is cause for rejection.

You may only provide one (1) final submission which shall consist of one (1) cost proposal and one (1) technical proposal.

DO NOT submit a hard copy of your electronic submission.

Proposal Submission Required Attachments:

All proposals must include the following documents. Failure to submit any of these documents may cause rejection of proposal.

- ✓ Statement of Ownership in compliance with N.J.S.A. 52:25-24.2. (Mandatory Document)
- ✓ Acknowledgment of receipt of addenda or revisions, if issued. (Mandatory Document)
- ✓ Scope of Work (Mandatory Document)
- ✓ Request for Proposal (Mandatory Document)
- ✓ Specific Measurable Objectives (Mandatory Document)
- ✓ Request for Proposal Budget Pages, including requested back-up documentation (Mandatory Document)
- ✓ Non-Collusion Certification
- ✓ Affirmative Action Questionnaire
- ✓ Signature Page
- ✓ Current Employee Information Report
- ✓ References
- ✓ Certificate of Insurance.
  The certificate holder must be the **Ocean County Board of Commissioners** and the certificate holder must be names as additional insured on the certificate. Copies of each insurance certificate shall be furnished to the County with Proposal.
- ✓ Job Descriptions for all Personnel Budgeted in the Proposal
- ✓ Resumes
- ✓ Business Continuity Plan, including a Service Interruption Plan
- ✓ Contribution Policy
- ✓ Grievance Policy
- ✓ NAPIS Compliance. Programmatic and Fiscal Reporting Requirements as Revised for all Area Plan Contract (APC) Programs.
- ✓ Area Plan Contract (APC) Process Agreement
- ✓ Area Plan Contract (APC) Logo Compliance
- ✓ Organizational Chart
- ✓ Current List of Board of Directors
- ✓ Copy of New Jersey Business Registration Certificate in compliance with N.J.S.A. 52:32-44 OR Copy of IRS letter granting tax exempt status under Sec. 501(c)3
- ✓ Disclosure of Investment Activities in Iran
- ✓ Certification of Non-Involvement in Prohibited Activities in Russia/Belarus
- ✓ Copy of Charities Registration Renewal.
  The funding contract requires that the Charitable Registration Certificate with the State of New Jersey must be renewed annually, at the end of your fiscal year. The renewal form may be downloaded from the State of New Jersey's Website – www.state.nj.us – under the search tool: CRI, which will bring you to another site: NJ Charitable Registration Form. Scroll to the bottom to select the registration form that applies to your organization.
- ✓ Certificate of Incorporation (New Applicants Only)
- ✓ Certified Agency Audit (New Applicants Only)

Selection Criteria:

The Director of Ocean County Office of Senior Services (Ocean County Office on Aging) shall designate a committee to review and rank all responses. The award of a contract is based on the standing of the score obtained on the Rating Sheet and the availability of funds. The Ocean County Office of Senior Services (Ocean County Office on Aging) has established a procedure for proposal review, which assures that each

proposal is carefully considered. Of major importance, is the appropriateness of the proposed project in relation to the objectives and priorities of the Ocean County Office of Senior Services (Ocean County Office on Aging), the ability of the service provider to ensure effective implementation of the proposed project, and the adequacy of the budget, personnel, and the methodology presented in the application. Proposed projects must demonstrate the ability to reach target populations. The selection criteria to be used in awarding a contract for the services described herein, shall include:

40 % Proposer's Understanding of the Project
30 % Experience and Qualifications
30 % Cost

Proposer's Understanding of the Project: Proposals will be evaluated against the questions set forth below:
Has the proposer demonstrated a thorough understanding of the purpose and scope of the project?
How well has the proposer identified pertinent issues and potential problems related to the project?
Has the proposer demonstrated that they understand the deliverables the County expects them to provide?
Has the proposer fully responded to all the questions set forth herein?
Does the proposal depict a logical approach to fulfilling the requirements of the RFP?

Experience and Qualifications: Proposals will be evaluated against the questions set forth below:
Does the proposer appear to be a solid organization who has demonstrated ability to perform the functions described in this project plan?
Do the individuals assigned to the project have experience on similar projects?
Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in work this project requires?
How extensive is the applicable education and experience of the personnel designated to work on the project?
Has the proposer demonstrated experience in completing similar projects?
How successful is the general history of the proposer regarding timely and successful completion of the projects?
Has the proposer provided letters of reference from previous clients?

Cost: Proposals will be evaluated against the questions set forth below:
How does the cost compare to other similarly scored proposals?
Is the price and its component charges, fees, etc. adequately explained or documented?

- Ability to leverage resources with other partners resulting in innovative serve approaches will be considered.

**** ATTENTION**** Responses received pursuant to this solicitation are subject to complete disclosure pursuant to the Open Public Records Act. Please note that disclosure includes any and all attachments and addenda supplementing the solicitation response. Accordingly, please do not include personal identifying information in any supplementary documents submitted with the solicitation response.

Proposal Submission Requirements:
All responses to the Request for Proposal ("RFP"):

1. Must be submitted electronically and must be received prior to 4:00pm, the prevailing time on the date on which they are to be unsealed.
2. The County will not accept late submissions. No responses to this RFP will be accepted by the County

if received after the time stipulated above.

Award:
The County of Ocean shall award a contract to the vendor or vendors that best meet the needs and interests of Ocean County. The County reserves the right to negotiate the terms and conditions of a contract with the successful vendor or vendors to obtain the most cost advantageous services for the County.

The County reserves the right to reject any or all proposals in accordance with N.J.S.A. 40A:11-13.2, or to waive any informalities and non-material defects in the proposals and to accept any proposal deemed in the best interest of the County.

It is to be understood by the proposer that their proposal is submitted on the basis of specifications prepared by the County and the fact that any proposer is not familiar with these specifications or conditions will not be accepted as an excuse.

Indemnity Clause:
The proposer, if awarded a contract, agrees to protect, defend and save harmless the County against any damage for payment for the use of any patented material process, article or device that may enter into the manufacture, construction or form a part of the work covered by either order or contract, and he further agrees to indemnify and save harmless the County from suits or actions of every nature and description brought against it, for, or on account of injuries or damages received or sustained by any party or parties by, or from any of the negligent acts of the contractor, his servants or agents.

Insurance Requirements:
The contractor shall maintain primary insurance to protect against all claims under Worker's Compensation, Comprehensive General Liability and Automobile. Except for Worker's Compensation, all coverage shall apply as primary coverage with respect to any other insurance or self-insurance program afforded to the County. There shall be no endorsement or modification of this coverage to make it excess over other available insurance/coverage; alternatively, if the CGL and umbrella, excess of reinsurance states that it is pro rata, it shall be endorsed to be primary with respect to the County. Primary coverage shall be subject to approval for adequacy of protection as per the following limits:

Worker's Compensation
1. Limits according to Worker's compensation Laws of the State of New Jersey.
2. Contractor's Liability not less than $100,000.

Fidelity Bond:
In the amount equal to the total cost of the grant, including all sources of funding, which the recipient shall maintain until all financial transactions under this award are completed.

Comprehensive General Liability
1. Bodily Injury - $500,000 per person; $1,000,000 per occurrence.
2. Property Damage - $1,000,000 per occurrence.

Comprehensive General Liability shall include the following:
1. Coverage for explosion, collapse, or underground hazards.
2. Occurrence basis coverage.

3. Broad form property damage coverage.
4. Coverage for personal injury sustained by any person as a result of an offense directly or indirectly related to the employment of such person by the insured.

Professional Liability (if applicable):
Policy coverage with a limit of not less than $2,000,000.

Comprehensive Automobile Liability, if applicable, shall include the following:
Business auto liability insurance or its equivalent with a minimum limit of $1,000,000 per accident and including coverage for all of the following:

a. Liability arising out of the ownership, maintenance or use of any auto.
b. Auto non-ownership and hired car coverage.
c. Contractor's Worker's Compensation, Comprehensive General Liability and Comprehensive Automobile Liability arising out of subcontractor's operations shall be identical as that listed above.

The certificate holder must be the **Ocean County Board of Commissioners** and the certificate holder must be named as additional insured on the certificate. Copies of each insurance certificate shall be furnished to the County with Proposal (when requested).

Additional Information:
It is to be understood by the proposer that their proposal is submitted on the basis of specifications prepared by the County and the fact that any proposer is not familiar with these specifications or conditions will not be accepted as an excuse.

Payments will be made upon the approval of vouchers submitted by the successful proposer in accordance with the requirements of the Board of Commissioners and subject to the Board of Commissioners customary procedures. The County will not pay interest or late fees regardless of language provided.

Ocean County Board of Commissioners will make award within sixty (60) days after receipt of proposals.

The County of Ocean is exempt from any State sales tax or Federal excise tax.

"All contractors must comply with the provisions of New Jersey Statute Title 40A:11-18, when applicable."

Pay to Play Requirements:
Starting in January 2007, all business entities are advised of their responsibility to file an annual disclosure statement of political contributions with the New Jersey Election Law Enforcement Commission (ELEC) pursuant to N.J.S.A. 19:44A-20.27 if they receive contracts in excess of $50,000 from public entities in a calendar year. Business entities are responsible for determining if filing is necessary. Additional information on this requirement is available from ELEC at 888-313-3532 or at www.elec.state.nj.us.

Certification of Disclosure of Investment Activities in Iran:
Pursuant to Public Law 2012, c. 25, any person or entity that is a successful bidder or proposer, or otherwise proposes to enter into or renew a contract, must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any parent entity, subsidiary, or affiliate is identified on the State Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The list is found on Treasury's website at

www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf.
The Chapter 25 list must be reviewed prior to completing the certification. If a vendor or contractor is found to be in violation of law, action may be taken as appropriate and as may be provided by law, rule, or contract, including but not limited to imposing sanctions, seeking compliance, recovering damages, declaring the party in default, and seeking debarment or suspension of the party. Prior to contract award or authorization, the contractor shall provide the Contracting Agency with a completed Certification on Disclosure of Investment Activities in Iran.

Certification of Non-Involvement in Prohibited Activities in Russia or Belarus:
Pursuant to N.J.S.A. 52:32-60.1, et seq. (L. 2022, c. 3) any person or entity (hereinafter "Vendor") that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: https://sanctionssearch.ofac.treas.gov/. If the Department of the Treasury finds that a Vendor has made a certification in violation of the law, it shall take any action as may be appropriate and provided by law, rule, or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default, and seeking debarment or suspension of the party. Certification form must be completed prior to contract award and is provided in the specification documents (DocuSign).

Transitional Period: (excluding Professional Contracts)
In the event services are terminated by contract expiration or by voluntary termination by either the Contractor or the County of Ocean, the Contractor shall continue all terms and conditions of said contract for a period not to exceed one month, at the County's request.

New Jersey Business Registration Certificate:
Pursuant to N.J.S.A. 52:32-44, Ocean County ("Contracting Agency") is prohibited from entering into a contract with an entity unless the bidder/proposer/contractor, and each subcontractor that is required by law to be named in a bid/proposal/contract has a valid Business Registration Certificate on file with the Division of Revenue and Enterprise Services within the Department of the Treasury.
Prior to contract award or authorization, the contractor shall provide the Contracting Agency with its proof of business registration and that of any named subcontractor(s).

Subcontractors named in a bid or other proposal shall provide proof of business registration to the bidder, who in turn, shall provide it to the Contracting Agency prior to the time a contract, purchase order, or other contracting document is awarded or authorized.
During the course of contract performance:

1. the contractor shall not enter into a contract with a subcontractor unless the subcontractor first provides the contractor with valid proof of business registration.
2. the contractor shall maintain and submit to the Contracting Agency a list of subcontractors and their addresses that may be updated from time to time.
3. the contractor and any subcontractor providing goods or performing services under the contract, and each of their affiliates, shall collect and remit to the Director of the Division of Taxation in the Department of the Treasury, the use tax due pursuant to the Sales and Use Tax Act, (N.J.S.A. 54:32B-1 et seq.) on all sales of tangible personal property delivered into the State. Any questions in this regard can be directed to the Division of Taxation at (609) 292-6400. Form NJ-REG can be filed online at www.state.nj.us/treasury/revenue/busregcert.shtml.

Before final payment is made under the contract, the contractor shall submit to the Contracting Agency a complete and accurate list of all subcontractors used and their addresses.

Pursuant to N.J.S.A. 54:49-4.1, a business organization that fails to provide a copy of a business registration as required, or that provides false business registration information, shall be liable for a penalty of $25 for each day of violation, not to exceed $50,000, for each proof of business registration not properly provided under a contract with a contracting agency.

Completion of Documents:
Proposers shall complete all documents and acknowledge all terms included in this proposal package. All documents should be from this proposal package and must not be dated or executed prior to the date of advertising. Failure to follow these instructions is cause for rejection.

Please carefully review the Area Plan Contracts (APC) Division of Aging Service Definition Taxonomy 2025 and attached Policy Memorandums to ensure that your Request for Proposal complies with service components and standards.

Technical Assistance meeting will be held on **June 18, 2024, at 10:00 am** via Microsoft Teams at the link below and is available on the Ocean County Office of Senior Services website:
https://co.ocean.nj.us/OC/SeniorServices/frmHomeSS.aspx

Microsoft Teams link for Technical Assistance meeting:
https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZGRiNTlmZTItODUzMS00MThjLTk2OTctNzFlNjQ1MjA0ZGUw%40thread.v2/0?context=%7b%22Tid%22%3a%22db9cdc8c-6fae-4c51-a7a2-638f7e69aecc%22%2c%22Oid%22%3a%22680fe81f-cf54-4491-93dc-843f3a135248%22%7d

Meeting ID: 264 730 464 365
Passcode: Q9EVgw
Or call in (audio only)
+1 848-200-0868, United States, Edison
Phone Conference ID: 601 094 626#.

If you are experiencing difficulties entering the Teams Meeting, please contact the Office of Senior Service at (732) 929-2181.

EXHIBIT A

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE
N.J.S.A. 10:5-31 et seq. (P.L. 1975, C. 127)
N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer, advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A. 10:5-31 et seq., as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted county employment goals established in accordance with N.J.A.C. l7:27-5.2.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, and labor unions, that it does not discriminate on the basis of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court

decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval

Certificate of Employee Information Report

Employee Information Report Form AA302 (electronically provided by the Division and distributed to the public agency through the Division's website at www.state.nj.us/treasury/contract_compliance)

The contractor and its subcontractors shall furnish such reports or other documents to the Division of Purchase & Property, CCAU, EEO Monitoring Program as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Purchase & Property, CCAU, EEO Monitoring Program for conducting a compliance investigation pursuant to **Subchapter 10 of the Administrative Code at N.J.A.C. 17:27**.

AMERICANS WITH DISABILITIES ACT

Equal Opportunity for Individuals with Disabilities

The CONTRACTOR and the COUNTY do hereby agree that the provisions of title II of the Americans with Disabilities Act of 1990 (the "Act") (42 U.S.C. 12101 et seq.), which prohibits discrimination on the basis of disability by public entities in all services, programs and activities provided or made available by public entities, and the rules and regulations promulgated pursuant thereunto, are made a part of this contract. In providing any aid, benefit, or service on behalf of the COUNTY pursuant to this contract, the CONTRACTOR agrees that the performance shall be in strict compliance with the Act. In the event that the CONTRACTOR, its agents, servants, employees, or subcontractors violate or are alleged to have violated the Act during the performance of this contract, the CONTRACTOR shall defend the COUNTY in any action or administrative proceeding commenced pursuant to this Act. The CONTRACTOR shall indemnify, protect and save harmless the COUNTY, its agents, servants and employees from and against any and all suits, claims, losses, demands, or damages of whatever kind or nature arising out of or claimed to arise out of the alleged violation. The CONTRACTOR shall, at its own expense, appear, defend and pay any and all charges for legal services and any and all costs and other expenses arising from such action or administrative proceeding or incurred in connection therewith. In any and all complaints brought pursuant to the COUNTY'S grievance procedure, the CONTRACTOR agrees to abide by any decision of the COUNTY which is rendered pursuant to said grievance procedure. If any action or administrative proceeding results in an award of damages against the COUNTY or if the COUNTY incurs any expense to cure a violation of the ADA which has been brought pursuant to its grievance procedure, the CONTRACTOR shall satisfy and discharge the same at its own expense.

The COUNTY shall, as soon as practicable after a claim has been made against it, give written notice thereof to the CONTRACTOR along with full and complete particulars of the claim. If any action or administrative proceeding is brought against the COUNTY or any of its agents, servants and employees, the COUNTY shall expeditiously forward or have forwarded to the CONTRACTOR every demand, complaint, notice, summons, pleading, or other process received by the COUNTY or its representatives.

It is expressly agreed and understood that any approval by the COUNTY of the services provided by the CONTRACTOR pursuant to this contract will not relieve the CONTRACTOR of the obligation to comply with the Act and to defend, indemnify, protect and save harmless the COUNTY pursuant to this paragraph.

It is further agreed and understood that the COUNTY assumes no obligation to indemnify or save harmless the CONTRACTOR, its agents, servants, employees and subcontractors for any claim which may arise out of their performance of this Agreement. Furthermore, the CONTRACTOR expressly understands and agrees that the provision of this indemnification clause shall in no way limit the CONTRACTOR'S obligations assumed in this Agreement, nor shall they be construed to relieve the CONTRACTOR from any liability, nor preclude the COUNTY from taking any other actions available to it under any other provisions of this Agreement or otherwise at law.

RFP Document Checklist

RFP Title: 2025-2027 Area Plan Contract Year One, Older Americans Act Title III, Area Plan Contract 2025

Checklist	Item Name	Proposer's Initials
A.	**Failure to submit any of these documents is mandatory cause for rejection of proposal.**	
	Statement of Ownership (N.J.S.A. 52:25-24.2)	
	Acknowledgment of receipt of addenda or revisions (if issued)	
	Scope of Work	
	Request for Proposal	
	Specific Measurable Objectives	
	Request for Proposal Budget Pages, including requested back-up documentation	
B.	**Failure to submit any of these documents may be cause for rejection of proposal.**	
	Non-Collusion Certification	
	Affirmative Action Questionnaire	
	Signature Page	
	Current Employee Information Report	
	References	
	Certification of Insurance	
	Job Descriptions for all Personnel Budgeted in the Proposal	
	Resumes	
	Business Continuity Plan, including a Service Interruption Plan	
	Contribution Policy	
	Grievance Policy	
	NAPIS Compliance. Programmatic and Fiscal Reporting Requirements as Revised for all Area Plan Contract Programs.	
	Area Plan Contract (APC) Process Agreement	
	Area Plan Contract (APC) Logo Compliance	
	Organizational Chart	
	Current List of Board of Directors	
	Certificate of Incorporation (New Applicants Only)	
	Certified Agency Audit (New Applicants Only)	
C.	**Documents requested to be included with the proposal.**	
	Copy of New Jersey Business Registration Certificate in compliance with N.J.S.A. 52:32-44 OR Copy of IRS letter granting tax exempt status under Sec. 501(c)3	
	Current Charities Registration Renewal	
	Disclosure of Investment Activities in Iran	
	Certification of Non-Involvement in Prohibited Activites in Russia/Belarus	

State of New Jersey

JIM FLORIO
GOVERNOR

DEPARTMENT OF COMMUNITY AFFAIRS
DIVISION ON AGING

MELVIN R. PRIMAS, JR.
COMMISSIONER

LOCATION:
WILLIAM ASHBY COMMUNITY AFFAIRS BUILDING
101 SOUTH BROAD STREET
TRENTON, NEW JERSEY

MAILING ADDRESS:
CN 807
TRENTON, N. J. 08625-0807

DATE: August 7, 1990

NUMBER: 90-10, III-6

TYPE: Policy Memorandum

SUPERSEDES: None

SUBJECT: TARGETING CLIENTS AND SERVICES FOR TITLE III FUNDED PROGRAMS

DISTRIBUTION CODE: I

EFFECTIVE DATE: Immediately

APPLICABILITY: Executive Directors, Area Agencies on Aging

RATIONALE: The Older Americans Act, as amended, requires that while all persons aged 60+ are eligible for aging network services preference must be made to serve those with the greatest economic or social needs.

Given the limited amount of funding available under the Older Americans Act and the fact that Title III funded programs and services cannot serve everyone in need, State and Area Agencies on Aging must provide assurances that "preference will be given to providing services to older individuals with the greatest economic or social needs, with particular attention to low-income minority individuals" (305(a)(2)(E)). The Act further requires that the Aging network engage in outreach efforts that will identify individuals in the above groups and inform such individuals of the service(s) available to them (306(a)(5)(B)).

As a result, State and Area Agencies face an ongoing challenge to target limited resources to individuals who are most in need. Targeting does not mean that Area Agencies must deem clients eligible or qualified for service. Rather, it requires that Area Agencies determine who needs services most and which services should be available to targeted clients.

NEW JERSEY IS AN EQUAL OPPORTUNITY EMPLOYER

AAA COMMENTS: See ATTACHMENT A.

POLICY: See ATTACHMENT B.

If you have any questions regarding this policy memorandum, or require technical assistance in order to implement this policy, please contact Warren McClain, Chief, Bureau of Policy, Planning, and Area Agency Administration, at (609) 292-4303.

Lois Hull, Director
Division on Aging

LH:CF/GM:ss

Attachments

3202A

TARGETING POLICY

DISCUSSION OF AAA COMMENTS

In an effort to accomodate the diversity of the State's 21 Area Agencies on Aging, the State Division's targeting policy was developed with an emphasis on flexibility. To the extent possible, the targeting policy takes into account the individual nature of the 21 AAAs and the varied environments in which they operate.

II. DETERMINING SERVICE NEEDS AND PRIORITIES

Comment: A number of Area Agencies indicated that the State Division should develop and coordinate the Survey of Subpopulation(s) needs assessment approach in order to promote standardization.

Response: The State Division intends for the completion of the Survey of Subpopulations to be a cooperative effort between this office and the Area Agencies. The State Division will be responsible for developing a process and survey instrument for the Survey of Subpopulation(s) needs assessment approach. The Area Agency will be responsible for conducting the actual needs assessment. The State Division has not yet determined who will be responsible for tabulating the results. The State Division will convey further details regarding this process once it has been formally developed.

Comment: A number of Area Agencies indicated that the State Division should distribute Social Indicator data to the Area Agencies to facilitate their completion of this needs assessment approach.

Response: The State Division intends to provide Social Indicator data to the Area Agencies in the future. However, AAAs should continue to collect Social Indicator data from other sources, such as their local planning board, United Way, Health Department and resource libraries, to supplement material provided by the State Division.

Comment: It was requested that the State Division develop a sample formal Survey of Service Providers and a sample Survey of Service Recipients.

Response: The State Division intends to distribute a sample formal Survey of Service Providers and a sample Survey of Service Recipients to the AAAs later this year.

Comment: A request was made to further define and provide examples for the term Key Informants.

Response: In order to further define the term Key Informants, the following examples have been added to this part of the policy: experts, key decision makers and political and community leaders (See page 3, 2nd methodological approach).

Comment: It was requested that the Division on Aging supply fiscal information for state and federal programs such as SSI, Medicare, PAAD, Lifeline and Casino Revenue programs.

Response: The State Division provides an overview of this information to the Area Agencies in the "Statewide Benefits for Older Persons" and "Federal Programs for Older Persons" publications. More specific requests for this information may be made on an informal basis. Since this comment was made in reference to the Review of Fiscal Resources Needs Assessment Approach, it appears that this method requires further clarification.

The purpose of the Review of Fiscal Resources needs assessment approach is to determine which programs are receiving funds for aging services and the amount of such support. Such an analysis enables the Area Agency to assess to which populations funds are directed and for what services. This approach is beneficial whereas the data collected illustrates the extent to which existing funding is meeting the perceived needs of seniors in a planning and service area. Information gathered from this approach will also assist the AAA in the review of funding trends and duplication of services.

IV. ESTABLISHING METHODS TO REACH TARGET POPULATIONS

Comment: A recommendation was made to add physical accessibility to Page 7, Part IV,A under the factor Accessibility.

Response: The State Division has reworded this factor to include physical accessibility.

Comment: A request for examples of specific criteria for prioritizing each target or subtarget group was made in order to facilitate the inclusion of this information in subcontracts.

Response: As per Page 8, Part B,1, specific criteria for prioritizing target groups or subtarget groups should be included in subcontracts. Criteria may be service specific as in the Home Delivered Meals and Language Translation/Interpretation examples or general as in the Residential Maintenance example. Please note that it may be beneficial to utilize more than one criteria per target or subtarget group.

Service	Subtarget Group	Criteria
Residential Maintenance	Low Income	125% of the poverty level
Home Delivered Meals	Homebound	Inability to prepare their own meal
Language Translation/ Interpretation	Hispanic	Non-English speaking

Comment: A request was made for an example of how to include methods to satisfy impoverished minority elderly service needs during the prior contract year.

Response: Examples of such methods are as follows: advertising by the project, networking with other service providers currently reaching impoverished minority elderly, hiring minority staff, bilingual publications, location of satellite sites in areas with a high concentration of impoverished minority elderly and including impoverished minority elderly in the planning of new programs.

Comment: As per the draft's Page 8, IV,B,1, the number of impoverished minority elderly residing in the service area at the time of the previous contract must be included in the subcontract. Comments were received stating that the AAA did not have access to accurate statistics for this population and the integration of statistics would be very time consuming.

Response: The State Division recognizes the difficulties in obtaining accurate statistics representative of this population for each municipality. Therefore, the State Division had deleted this requirement from the policy. However, the State Division strongly recommends that Area Agencies who do have access to these statistics utilize them in their subcontracts to help insure that impoverished minorities residing in their service area are being served.

In order to meet the Older Americans Act requirement, 306(a)(5)(A)(iii), to insure that efforts are being made by service providers to serve impoverished minority persons, an assurance in the subcontract must state that the provider will attempt to provide services to impoverished minority seniors in at least the same proportion as the population of impoverished minority seniors who are residing in the provider's service area.

Comment: The time consuming nature of integrating service statistics in service provider contracts is unreasonable.

Response: The State Division maintains that it is important to include projected units and clients so that both the AAA and service provider are in agreement not only on the total level of service that is to be provided, but also on the level of service that is to be provided to target populations. The inclusion of projected units and clients in subcontracts provides a basis for the Area Agency to monitor and evaluate the service provider's performance in implementing the contract.

Comment: A request was made for the State Division to develop and distribute client intake, reassessment and ranking forms to the Area Agencies for a variety of services funded under Title III of the Older Americans Act.

Response: The State Division intends to provide sample client intake, reassessment and ranking forms to Area Agencies later this year. However, the State Division has chosen not to mandate specific forms in order to allow for diversity among Area Agencies and service providers. More specifically, a number of Area Agencies currently utilize client intake forms designed for computer input. Standard required client intake forms would involve extensive computer reprogramming for a number of Area Agencies.

Comment: Concern was expressed that the policy required service providers to rank those seniors who choose not to disclose their income as less needy even when their income and status of need may be quite obvious in the professional judgement of an experienced service provider.

Response: The State Division maintains that the service provider's professional judgement may be used in cases where the applicant has refused to disclose financial information. The professional should document his/her impressions on the client intake form in order to substantiate the client's economic need for the service. Wording has been added to the policy (See Page 9, paragraphs 3 and 4) to reflect the State Division's position on this issue.

Please note that this policy does not require that service providers rank applicants who do not disclose financial information behind those applicants who do disclose financial information. However, the policy does indicate that the service provider who has less financial information for an applicant will have a reduced capacity to accurately "prioritize" that client.

The State Division would like to clarify its position by reiterating that clients must be prioritized according to their overall needs. Economic information serves as one indicator of a client's overall need. Economic, health and social factors should all be considered. Please note that the Older Americans Act defines greatest social need as "the need caused by noneconomic factors which include physical and mental disabilities, language barriers, and cultural, social or geographical isolation including that caused by racial or ethnic status which restricts an individual's ability to perform normal daily tasks or which threatens such individual's capacity to live independently" (302(21)).

Comment: An AAA expressed concern that the State Division would not be supportive of an Area Agency which incurred opposition from state legislators in its efforts to implement a targeting policy.

Response: The State Division will fully support an Area Agency's targeting efforts as long as the AAA's actions are in agreement with the intent and requirements of this policy.

NEW JERSEY STATE DIVISION ON AGING
POLICY ON TARGETING CLIENTS AND SERVICES
FOR TITLE III FUNDED PROGRAMS

For the purposes of this policy, targeting is defined as identifying persons 60 and over with the greatest economic or social need(s) and providing such persons with the Older Americans Act services most appropriate for meeting their needs. Targeting practices include a range of activities at the systems, program and client levels designed to increase service delivery to an identified target population.

Systematically, AAAs are responsible for taking the lead role in assisting communities throughout the planning and service area to identify resources from all appropriate sources to meet the needs of older persons with greatest economic or social need, with particular attention to low income minorities (Regulation 1321.61(c)). Targeting activities must include assisting in structuring local service delivery, determining the mix of services to be supported by AAA resources, and coordinating AAA services with those of other agencies.

The Area Agency is responsible for targeting activities at the program level by determining which service providers are to be funded and how the providers will identify and serve the target population. If a service(s) is unavailable, targeting activities must include engaging in initiatives to help establish needed programs.

At the client level, it is the responsibility of the Area Agency to monitor the targeting efforts of its service providers, and to provide them with any technical assistance needed to refine targeting practices. Client targeting requires service providers to be responsible for identifying, assessing, and serving those individuals most in need. The practices which service providers employ in doing this will vary according to the type of service that is being delivered. While some degree of judgment and subjectivity enters into the implementation of client targeting activities, the use of measurable program criteria assists in determining an individual's appropriateness and need for service.

In order to implement these various levels of activities into a policy, the State Division mandates that each Area Agency conduct a targeting process which incorporates the following four components: (I) Defining Target Populations, (II) Determining Service Needs and Priorities, (III) Prioritizing Target Populations and Services, and (IV) Establishing Methods to Reach Target Populations. Many of the activities comprising these four components are already being done by Area Agencies. These efforts must, however, be formally incorporated into this comprehensive targeting policy.

The State Division will evaluate each Area Agency's implementation of the targeting activities outlined in this policy through the Area Plan Contract review, monitoring and assessment processes. This evaluation will focus on the Area Agency's ability to conduct methodological approaches for assessing need as well as the Area Agency's ability to integrate findings from such needs assessments into its Area Plan Contract.

I. DEFINING TARGET POPULATIONS

In order to assure preference to individuals with the greatest social and economic needs, the State Division has identified four general target population groups based on target populations outlined in the Older Americans Act. Below is a list of these four groups followed by a brief definition for each. Please note that these groups are not listed in priority order.

Minority - Persons aged 60+ of Black, Hispanic, Asian/Pacific Island or Native American origins.

Impoverished - Persons aged 60+ with incomes at or below 100 percent of the poverty level as defined by the U.S. Bureau of the Census (please see the most recent Policy Memorandum defining Poverty Thresholds).

Frail - Persons aged 60+ having a physical or mental disability, including Alzheimer's disease or a neurological or organic brain disorder of the Alzheimer's type, that restricts the ability of an individual to perform normal daily tasks or which threatens the capacity of an individual to live independently.

Vulnerable - Persons aged 60+ exposed to unfavorable environmental conditions, as well as persons age 60+ with a lack of social resources which may include the following:

- income levels between 100-200 percent of the poverty level
- language barriers
- isolation
- no "informal support system"
- not within service system

Based on needs assessment data, each Area Agency must identify which older persons from each of the four target population groups listed above are in need of services within its planning and service area. In order to target services to more specific populations, the Area Agency should further identify sub-target populations from these four broad target groups. Sub-target groups may include one or more of the characteristics listed within the four general target population groups and/or may include additional identifiers, such as: ethnicity, economic status, geographic location as well as mental or physical health traits.

II. DETERMINING SERVICE NEEDS AND PRIORITIES

Each Area Agency is required to assess the needs of its planning and service area by conducting ten different needs assessment approaches. The required methodological approaches, a brief definition of each approach, the frequency that each method must be conducted, and the required documentation for each approach are listed below and on the following two pages.

At this time, the Area Agency is responsible for conducting all of the needs assessment approaches, except the Survey of Sub-population(s). In order to curtail costs and promote standardization, the State Division will at a future date provide technical assistance to each Area Agency to assist in conducting a Survey of Sub-population(s) for their planning and service area. Until such assistance is provided by the State Division, the Area Agency must utilize the best Survey of Sub-population(s), which includes seniors, that is available for its planning and service area.

REQUIRED METHODOLOGICAL NEEDS ASSESSMENT APPROACHES

Methodological Approaches	Frequency	Documentation
Survey of Sub-population(s) (Random survey of an identified segment of general population, which includes seniors. May complete survey through use of interviews, telephone interviews, mailed questionnaires, etc.)	Every 6 years	Completed surveys on file for 3 years. Final written report summarizing findings submitted to DoA & contracting authority. Maintain findings permanently.
Survey of Key Informants (Obtaining the advice and viewpoints of persons who, by virtue of their positions, are good sources of information about the needs of their community. Examples: experts, key decision makers, political and community leaders.)	Ongoing, when appropriate	E.g., informal notes regarding feedback from key informants.

Methodological Approaches	Frequency	Documentation
Survey of Service Providers (Survey of those individuals who are in day-to-day contact with service recipients, in order to obtain accurate picture of social problems of group. Should include OAA and non-OAA providers.)	Informal-ongoing Formal-every 3 years	E.g., minutes of meetings with providers on file at AAA as well as notes regarding feedback from service providers. Final written report of surveys conducted summarizing findings sent to participating providers and DoA.
Survey of Service Recipients (Survey those persons who have been beneficiaries or recipients of service, in order to obtain data on the problems and characteristics of the population. Present survey of client feedback may be expanded to include such a component.)	Informal-ongoing Formal-annually	Completed surveys on file for 3 years. Summarization of any findings on file at AAA.
Organized Public Meetings (Public hearings, town meetings, and/or community forums at which testimony on community needs and problems, which are relevant to seniors, are presented.)	Public Hearings, Forums, and Public Meetings - when appropriate	E.g., list of public hearings, forums and meetings held or participated in on file at AAA, reason why held, minutes, relevant testimony, results.
Service Statistics (Analysis of statistics reflecting utilization of OAA and non-OAA programs, including referrals from I&R and waiting lists for programs, in order to examine program expansion or reduction.)	Annually	Maintain service data regarding utilization and trends, including waiting lists for services.

Methodological Approaches	Frequency	Documentation
Social Indicators (Interpretation of community needs or well-being from readily available descriptive statistics, such as statistics from Bureau of Census, National Institute on Aging, National Center for Health Statistics, etc.)	Ongoing update	Maintain data and data analysis on file at AAA.
Inventory of Resources (Development of a description of "who is doing what for whom," for OAA and non-OAA providers in order to answer questions regarding utilization of services, overlap of services, need for improved coordination, etc.)	Ongoing update	Maintain inventory, including agencies, their programs, and funding sources, at AAA. (Listing included in first year of multi-year APC.)
Needs Data Identified by Other Planning Systems (Review of existing program plans of other planning systems.)	When appropriate	Maintain agency reports, special studies, reports from conferences on file at AAA. Report results to own service providers.
Review of Fiscal Resources (Review fiscal resources allocated to aging programs in the PSA to determine perceived needs and extent of programs to meet needs.)	Own-ongoing Others-every 3 years	Maintain analyses and projections of resources for PSA.

Please note:

In addition to providing a base for the Area Agency's funding decisions, results of any of the above needs assessment(s) should be presented to a variety of individuals and groups, i.e., the particular agencies that were involved in the process; state legislators, county government and other state and local political leaders; public and private service providers at state and local levels, general public and advocacy groups.

III. PRIORITIZING TARGET POPULATIONS AND SERVICES:

A. Prioritizing Target Populations

It is the Area Agency's responsibility to prioritize the mandated target populations or any additional identified sub-target population groups based on a needs assessment of its planning and service area utilizing the methodological approaches listed in Part II of this policy.

In order to formally outline the target populations or sub-target populations an Area Agency has chosen to prioritize in a given contract year, the Area Agency must include identified target populations in the appropriate section(s) of its Area Plan Contract. "Instructions and Guidelines for the Completion of the Area Plan Contract," which are distributed annually to each Area Agency, will identify and outline the appropriate section to be used for this purpose as well as provide an explanation for completing the relative section(s).

B. Prioritizing Services

It is the Area Agency's responsibility to prioritize services based on the assessed needs of the prioritized target populations as determined from the data obtained from the methodological approaches listed in Part II of this policy. The utilization of these methodological approaches insures that the Area Agency has extensive data to substantiate its service funding decisions.

In order to formally outline the services an Area Agency has chosen to prioritize in a given contract year, the Area Agency must include all funded services, with the target population the service addresses, in the appropriate section(s) of its Area Plan Contract. "The Instructions and Guidelines for Completion of the Area Plan Contract" will identify and outline the appropriate section(s) to be used for this purpose as well as provide an explanation for completing the relative section(s).

IV. ESTABLISHING METHODS TO REACH TARGET POPULATIONS

A. Choosing Service Providers

In order to meet its targeting goals, each Area Agency must develop a method for determining the appropriate mix of services to be supported by the available resources. The Area Agency must then engage in a thorough evaluation process to determine if current grantees can adequately meet the identified goals. If they cannot, it may be necessary to incorporate stronger targeting practices into the contracts made with current providers, or to contract with new providers who have a proven record of serving, or have the potential to serve, the target populations. Please note that the targeting standards applied to subcontractors must be applied in the same way to services provided directly by the Area Agency. Moreover, any technical assistance new providers need to comply with Area Agency requirements must be provided to them.

The following factors serve as indicators of a provider's ability to effectively target services. These factors should be carefully considered by Area Agencies when determining which providers to fund.

Staff Composition: The composition of the agency staff should reflect the ethnic composition of the communities served by the agency. If particular target groups are not represented on staff, training practices should be in place to sensitize staff to the cultures of the targeted groups.

Accessibility: Accessibility can be thought of as geographic, physical as well as psychological. Geographically, service sites should be located within the targeted clients' communities or in areas which they can easily access. Physically, the service sites must not have physical barriers that could hinder a client's access to the site. Psychologically, the service sites must be free of any inadvertent barriers which may discourage target group participation (e.g. social cliques).

Linkages With Target Groups: Service providers should maintain strong working relationships with organizations and leaders within target group communities. This provides an invaluable mechanism for disseminating information and for increasing awareness of service availability.

Culturally Sensitive Program Planning: All aspects of programming must reflect a sensitivity to the cultures of the target groups. Methods should be in place for involving members of the target groups in program planning, development, and operation.

Service History: The track record of the service provider in serving target groups must be evaluated. This evaluation must include a review of service statistics and outreach efforts.

B. Policies for Title III Service Providers

To insure that targeting practices are effectively carried out, the following policies are mandatory for all service providers receiving Title III funds:

1. Contracts: All subcontracts must specify the target or sub-target groups for each service as identified by the Area Agency, along with the corresponding number of units and clients to be designated to members of the target groups. The specific criteria that the provider has established for prioritizing each target or sub-target group must also be included in the subcontracts.

In addition, all subcontracts made with service providers must contain specifics on how the provider intends to satisfy the service needs of impoverished minority individuals in the area served by the provider. Subcontracts must include assurances that the service provider will attempt to provide services to impoverished minority seniors in at least the same proportion as the population of impoverished minority seniors who are residing in the provider's service area (306(a)(5)(A)(ii)).

2. Prioritizing Clients: If a service cannot be provided immediately to all applicants, the service must be delivered first to those clients with the greatest economic and social need(s) (302(20),(21)). The remaining applicants must be placed on a waiting list in order of their level of need.

To determine level of need, service providers must incorporate questions into a client intake form which will allow the service provider staff to assess the applicant's economic and social well-being. The ranking of a given client for a service must be based upon the outcome of the intake process and the client's status as a member of a target group.

Service provider staff must reassess client need at regular intervals to ensure that the most needy clients are receiving the services. If a reassessment indicates that clients with greater needs are waiting for services that less needy clients are currently receiving, service providers have the option of limiting the less needy client's service in order to provide limited service to a new and more needy client or retracting the service that is being provided to the less needy client, and putting that client back on the waiting list for service.

The effect of such an action on the less needy client must be fully examined before service is curtailed or terminated. Full consideration must be given to the value which the service has to the client. Factors which may affect this value are the length of time that the client has received the service and the impact which the change will have on the client's overall well-being.

Area Agency staff should review the providers' intake and reassessment processes during monitoring visits. Copies of the client intake forms used by the providers must be maintained at the service sites.

In accordance with Older Americans Act regulation, means tests cannot be used by providers to determine eligibility for any services provided under Titles III B or III C of the Older Americans Act. Providers may, however, request income information from applicants as part of a comprehensive assessment of the client's economic and social well-being. Financial information can also be requested for the purpose of identifying additional resources and benefits for which the applicant may be eligible. The professional judgements of the service provider may be taken into account either for undisclosed or supplemental financial information, however, this information must be documented on the client intake form.

Applicants who choose not to disclose information about their income or resources cannot be deemed ineligible for services. Such applicants must be informed, however, that the lack of financial information may affect the order in which he/she receives services. Individuals who refuse to disclose financial information and whose financial status cannot be assessed by the professional conducting the interview must be ranked according to their level of social well-being. Providers must note on the client intake form when an applicant chooses not to disclose financial information.

The purpose of client assessments is to assist providers in serving those clients with the greatest needs first. It is the providers' responsibility to convey this purpose to clients as they apply for service. Clients who are deemed "less needy" must be informed that they are not being declared ineligible for service. They are simply being ranked behind other applicants who have greater need. The "less needy" applicants must also be informed that their position on the waiting list and/or their status as a service recipient may change as clients drop out of the program and/or as new clients apply for service.

The service providers' compliance with this targeting policy should be reviewed during the Area Agency's regular programmatic monitoring and evaluation process. For those services which the Area Agency provides directly, targeting activities should be reviewed during the regular self-monitoring process.

State of New Jersey
DEPARTMENT OF HUMAN SERVICES
DIVISION OF AGING SERVICES
PO BOX 807
TRENTON, N.J. 08625-0807
www.nj.gov/humanservices

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

ELIZABETH CONNOLLY
Acting Commissioner

LAURA OTTERBOURG
Division Director

DATE: June 1, 2017

NUMBER: 2017-5; I-5

TYPE: Policy Memorandum

SUPERSEDES: None

SUBJECT: Notice of Nondiscrimination and Notice of Privacy Practices

DISTRIBUTION CODE: I

EFFECTIVE: Immediately

APPLICABILITY: Executive Directors, Area Agencies on Aging

REFERENCES: Section 1557 of the Affordable Care Act
45 C.F.R. §164.520

POLICY: The New Jersey Department of Human Services (DHS) provides its consumers with a Notice of Nondiscrimination and a Notice of Privacy Practices. (See attached). The Area Agencies on Aging, as agents of DHS, must distribute these documents in accordance with the guidelines below.

The Notice of Nondiscrimination is a two-sided, one page document. The Notice includes a statement that DHS does not discriminate, information on obtaining language assistance services and information on the civil rights grievance process. It also includes an explanation, in 15 different languages, for obtaining language assistance services at no cost to the consumer. The Notice of Nondiscrimination must be posted in a conspicuous physical location and it must be included with any significant DHS publication or communication.

The Notice of Privacy Practices is a four-page document that also is available in Spanish. It provides information on consumer rights, DHS responsibilities and the complaint process regarding a consumer's health information. The Notice of Privacy Practices must be distributed to the consumer on the date the first service is delivered.

In order to comply with federal rules and regulations, the Division of Aging Services is requiring the Area Agencies on Aging to take the following measures:

1. The Notice of Nondiscrimination must be posted in a conspicuous location in the county Office on Aging.
2. The Notice of Nondiscrimination must be included with the Notice of Privacy Practices.

3. The Notice of Privacy Practices (which must include the Notice of Nondiscrimination) must be distributed to consumers at the time of initial contact, or application for, any DHS programs, services and/or supports, whether it is given to a consumer in person or mailed to a consumer after a telephone call.
4. The Notice of Privacy Practices and the Notice of Nondiscrimination must be available to consumers upon request.

DHS has several versions of the Notice of Nondiscrimination in order to be responsive to the various programs. Please note that the AAAs should distribute the Notice of Nondiscrimination designated for AAAs as noted in the bottom left hand corner of the Notice.

Executive Directors should share this policy memorandum and attachments with staff as appropriate. If you have any questions regarding this policy, please contact Diane Giordano (609) 584-5293 or, Diane.Giordano@dhs.state.nj.us

Tina Zsenak, Assistant Division Director
Division of Aging Services

Attachments
TZ/AM

Aging Services

STATE OF NEW JERSEY
Department of Human Services

Nondiscrimination Statement

Discrimination is against the law.

The New Jersey Department of Human Services, Division of Aging Services (DoAS), complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. DoAS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

In order for you to effectively communicate with DoAS, DoAS:

- Provides free aids and services to people with disabilities to communicate, such as:
  - ✓ Qualified sign language interpreter
  - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
  - ✓ Qualified interpreters
  - ✓ Information written in other languages

  If you need these services to communicate with DoAS, please contact 1-877-222-3737.

If you believe that DoAS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the NJ Civil Rights Coordinator, NJ Department of Human Services, Office of Legal Affairs, 222 South Warren Street, PO Box 700, Trenton, New Jersey 08625-0700, 609-777-2026 (telephone), DHS-CO.OLRA@dhs.state.nj.us, 609-633-9610 (fax). If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also electronically file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

If you speak any other language, language assistance services are available at no cost to you. Call 1-877-222-3737.

Language Assistance Services Available

ARABIC	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-222-3737
CHINESE	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-222-3737
FRENCH	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-222-3737.
GUJARATI	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-877-222-3737.
HAITIAN	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-877-222-3737.
HINDI	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-877-222-3737 पर कॉल करें।
ITALIAN	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-877-222-3737.
KOREAN	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-222-3737 번으로 전화해 주십시오.
POLISH	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-877-222-3737.
PORTUGESE	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-877-222-3737.
RUSSIAN	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-222-3737.
SPANISH	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-222-3737.
TAGALOG	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-222-3737.
URDU	خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال کریں 1-877-222-3737.
VIETNAMESE	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-222-3737 .

State of New Jersey
Department of Human Services
P.O. BOX 700
Trenton, NJ 08625-0700

NOTICE OF PRIVACY PRACTICES

Effective Date: October 1, 2016

This Notice applies to individuals receiving services from the Department of Human Services' (DHS) Division of Aging Services and does not require your response. **THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

YOUR RIGHTS

- **Right to see and copy your records.** In most cases, you have a right to view or get copies of your records. You must make your request in writing. We will provide a response to your request within thirty (30) days. You may be charged a fee for the cost of copying your records.

- **Right to an electronic copy of your medical records.** If your information is maintained in an electronic format, you may request that your electronic records be transmitted to you or another individual or entity. We will respond to your request within thirty (30) days.

- **Right to correct or update your records.** You may ask us to correct your health information if you think there is a mistake. You must make your request in writing and provide a reason for your need to correct the information.

- **Right to choose how we communicate with you.** You may ask us to share information with you in a certain way. For example, you can ask us to send information to your work address instead of your home address. You must make this request in writing. You don't have to explain a reason for the request. We may deny unreasonable requests.

- **Right to get a list of disclosures.** You have a right to ask us for a list of disclosures made after April 14, 2003. You must make a request in writing. This will not include information shared for treatment, payment or health operation purposes. We will provide one accounting a year free of charge, but may charge a cost for additional lists provided within the 12 month period.

- **Right to get notice of a breach.** You have a right to be notified upon a breach of any of your protected health information.

- **Right to request restrictions on uses or disclosures.** You have a right to ask us to limit how your information is used or shared with others. You must make the request in writing and indicate what information should be limited. We are not required to agree to a requested restriction. If you paid out-of-pocket expenses in full for a specific item or service, you have a right to ask that your information with respect to that item or service not be disclosed. We will always honor that request.

- **Right to revoke authorization.** If we ask you to sign an authorization to use or disclose your information, you can cancel that authorization at any time. You must make that request in writing. Your request will not affect information that has already been shared.

- **Right to get a copy of this notice.** You have a right to ask for a paper copy of this notice at any time

- **Right to file a complaint.** You have a right to file a complaint if you don't agree with how we have used or disclosed your information.

- **Right to choose someone to act for you.** If someone has been legally designated as your personal representative, that person can exercise your rights and make choices about your health.

OUR DUTIES

The Department of Human Services functions as a health care provider for you and your family. Consequently, we must collect information about you to provide these services. We are required to protect your information according to federal and state law and will abide by the terms of this notice. We may use and disclose information without your authorization for the following purposes:

- **Treatment Purposes.** We may use or disclose your information to health care providers who are involved in your health care.

- **Payment.** We may use or disclose your information to get payment or pay for health care services you received or will receive.

- **Health Care Operations.** We may use or disclose your information in order to manage our business, improve your care and contact you when necessary.

- **As Required by Law.** We will disclose information to a public health agency that maintains vital records, such as births, deaths and some diseases.

- **Abuse and Neglect Investigations**. We may disclose your information to report all potential cases of abuse and/or neglect.

- **Health Oversight Activities**. We may use or disclose your information to respond to an inspection or investigation by state officials.

- **Government Programs.** We may use and disclose your information for the management and coordination of public benefits under government programs.

- **To Avoid Harm**. We may use and disclose information to law enforcement in order to avoid a serious threat to the health and safety of a person or the public.

- **For Research**. We may use and disclose your information for studies and to develop reports. These reports will not specifically identify you or another person.

- **Business Associates**. We may use and disclose your information to our business associates that perform functions on our behalf, if necessary to complete those functions.

- **Organ and Tissue Donation**. If you are an organ donor, we may use and disclose your information to organizations engaged in procuring, banking or the transportation of organs, eyes, or other tissues to facilitate organ transplantation.

- **Military and Veterans.** If you are a member of the armed forces, we may disclose your information to the appropriate military authority.

- **Workers Compensation**. We may use or disclose your information for workers compensation or similar programs providing benefits for work-related injuries or illnesses.

- **Data Breach Notification Purposes**. We may use or disclose your information to provide legally required notices of unauthorized access or disclosure of your health information.

- **Lawsuits and Disputes.** We may use or disclose your information in response to a Court or Administrative Order, subpoena, discovery request or other lawful process.

- **Law Enforcement.** We may disclose your information to law enforcement if the information: 1) is in response to a court order, subpoena, warrant or similar process; 2) limited to identify or locate a suspect, fugitive, material witness or missing person; 3) about a victim of a crime under very limited circumstances; 4) about a death potentially resulting from a crime; 5) about criminal conduct on any DHS property and; 6) is needed in an emergency to report a crime or facts surrounding a crime.

- **Coroner, Medical Examiners and Funeral Directors**. We may disclose your information to a Coroner or Medical Examiner to identify a deceased person or determine the cause of death. We may release your information to a Funeral Director as necessary for their duties.

- **National Security and Intelligence**. We may disclose your information to authorized federal officials for intelligence, counter-intelligence and other national security activities authorized by law.

- **Protective Services for the President and Others**. We may disclose your information to authorized federal officials so that they can provide protection to the U.S. President; other authorized persons or foreign heads of state, or to conduct special investigations.

- **Inmates or Individuals in Custody**. If you are an inmate, we may release your information to a correctional institution if that information would be necessary for the institution to: 1) provide you with health care; 2) protect your health and safety or the health and safety of others or: 3) for the safety and security of the correctional institutions.

- **Disclosure to Family, Friends and Others**. We may disclose your information to your family members, friends or other persons who are involved in your medical care. You may object to the sharing of this information. We may also share your information with someone legally designated as your personal representative.

- **Hospital Directory**. Unless you notify us that you object, we may include certain information about you in the hospital directory in order to respond to inquiries from friends, family, clergy and others who inquire about you when you are a patient in the hospital.

Other Uses and Disclosures that Require Your Written Authorization

- **For All Other Situations.** We will ask for your written authorization before using or disclosing information for any other purpose than what is mentioned above. Special circumstances that require an authorization include most uses and disclosures of your psychotherapy notes, certain disclosures of your test results for the human immunodeficiency virus or HIV, uses and disclosures of your health information for marketing purposes and for the sale of your health information with some exceptions. If you give us authorization, you can withdraw this written authorization at any time. To withdraw your authorization, please contact us at the number below. If you revoke your authorization, we will no longer use or disclose your health information as allowed by your written authorization, except to the extent that we have already relied on your authorization.

- **As Required by Other Laws.** We will ask for your written authorization to comply with other laws protecting the use and disclosure of your information.

FILING A COMPLAINT

You may use the contact information below if you want to file a complaint or to report a problem regarding the use or disclosure of your health information. Treatment or services being provided to you will not be affected by any complaints you make. DHS opposes any retaliatory acts resulting from participation in an HIPAA investigation.

State of New Jersey
Department of Human Services
Division of Aging Services
P.O. Box 807
Trenton, NJ 08625-0807
609-588-2102
MAHS.Privacy@dhs.state.nj.us

U.S. Department of Health and Human Services
Office of Civil Rights
200 Independence Ave, S.W., Room 509H
Washington DC, 20201
Phone: 866-627-7748/ TTY: 886-788-4989
www.hhs.gov/ocr

CHANGES TO THIS NOTICE

In the future, DHS may change its Notice of Privacy Practices. Any change could apply to medical information we already have about you, as well as information we receive in the future. A copy of a new notice will be posted in our facilities/offices and provided to you as required by law. You may ask for a copy of our current notice or get it online on our website.

State of New Jersey
DEPARTMENT OF HUMAN SERVICES
DIVISION OF AGING SERVICES
PO BOX 807
TRENTON, N.J. 08625-0807
www.nj.gov/humanservices

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

ELIZABETH CONNOLLY
Acting Commissioner

LAURA OTTERBOURG
Division Director

DATE:	November 30, 2017	**NUMBER:**	2017-13, I-13
TYPE:	Policy Memorandum	**SUPERSEDES:**	84-4, III-2
SUBJECT:	Contribution Policy for Services Under the Area Plan Contract	**DISTRIBUTION CODE:**	I
EFFECTIVE DATE:	Immediately		
APPLICABILITY:	Executive Directors, Area Agencies on Aging		

BACKGROUND: The Older Americans Act, since its inception, emphasizes the regard for dignity of older Americans by requiring that opportunities are provided to them to participate in the planning and administering of aging programs; as well as to contribute to the cost of services.

PURPOSE: To clarify the requirement that all participants shall be provided with an opportunity to voluntarily contribute to the cost of each service under the Area Plan Contract (APC). In 1984 this requirement was expanded to all services, regardless of funding stream, under the APC. The only the exception is *Adult Protective Services*.

POLICY:

1. Each Area Agency on Aging (AAA) shall:
   - Use the State contribution policy for services under the Area Plan Contract, or
   - Have written policies and procedures regarding contributions for services under the Area Plan Contract that are in accordance with the State policy.
   - Have a copy of this policy must be on file.
   - Require all grantees/sub grantees to use the State or AAA's contribution policy, or;
   - Ensure that each grantee/sub grantee contribution policy and procedure is in accordance with the AAA's established policy.
   - Post the contribution policy where it is easily accessible to participants.
2. Regardless of funding stream or service, providers are prohibited from **charging or cost sharing** for any service or program funded under the Area Plan Contract.
3. As required by the Older Americans Act Section. 315. CONSUMER CONTRIBUTIONS. The area agency on aging (AAA) shall ensure that each service provider will:
   - Inform and provide each participant with an opportunity to voluntarily contribute to the cost of the service;
   - Clearly inform each participant that there is no obligation to contribute and that the contribution is purely voluntary;
   - Protect the privacy and confidentiality of each participant with respect to the participant's contribution or lack of contribution;
   - Establish appropriate procedures to safeguard and account for all contributions;

- Use and record all contributions in the period they are collected; and
- Use all collected contributions to expand the service (provide additional units of service to additional participants in need) for which the contributions were given and to supplement (not supplant) funds received under this Act.

PROCEDURE:

1. Establish a suggested contribution amount (may be a range or up to the total cost of the service).
2. Inform the service participant that:
   i. They may voluntarily contribute toward the cost of the service;
   ii. There is no obligation to contribute;
   iii. Their privacy and confidentiality with respect to their contribution or lack of contribution will be protected; and
   iv. Services will not be affected by the ability or lack of ability to contribute.
3. This information shall be provided in writing, in a letter or brochure, as well as verbally. In addition, each service provider shall post a sign (as appropriate) which states the suggested donation and that no participant shall be denied services due to their inability to donate.
4. Participants may be reminded that contributions are accepted throughout the year.
5. Handling monetary contributions
   - Contributions are made anonymously in a confidential manner. Non-coded envelopes may be placed in a slotted lock box, handed to a staff person or mailed to the service provider.
   - As appropriate, a monthly or quarterly statement may be given to the participant; stating the number of units of service provided and the suggested contribution. (sample letter attached)
   - Cash donations shall always be accepted.
   - Two or more bonded staff shall count the contributions daily.
   - Deposits will be made within 48 hours of receiving the contributions into accounts specified by the designated fiscal officer.
   - All income is to be shown as part of the Area Plan Contract and Service Providers' Contracts. Income shall be utilized on a first-in, first-out basis. There is no carry-over of program income from one grant year to another.
   - If income exceeds the budget amount it shall be used to further reduce the federal, state or county funds allocated regardless of the budget percentages shown in the grant.
6. Contributions from multiple services shall not be co-mingled. Contributions shall be used to provide the additional service for which the contribution was collected.

Questions related to this Service Taxonomy may be directed to Tina Zsenak at tina.zsenak@dhs.state.nj.us or 609-588-6788.

Sincerely,

Laura Otterbourg

Laura Otterbourg
Division Director

Attachments
LO/TJZ/PAM

(Letterhead Here)

Date:

(Participant Name and Address Here)

Dear **(Participant Name Here)**:

This letter is a reminder that donations are accepted for Name **of Service.**

Donations from participants in the program are combined with federal, state, and local funding to provide this service. All donations are confidential and voluntary. All collected donations are used to expand this service to individuals in need**. No eligible person will be denied service due to inability to make a donation.**

The actual cost of providing each **Name of Service** is $_____

Month/Year	Number of Service Units	Suggested Donation

Any donation you make is greatly appreciated. It is a pleasure to serve you! Please call the office if you have any questions or would like information about other programs and services.

Sincerely,

(Your Name and Title Here)

Please detach bottom portion and send with your donation.

Make checks payable to: **(Name Here)**

Mail to: **(Name and Address Here)**

Donation Given: _____

Month:_____

Year: _____

Comments to Draft Policy

Comment:
Because of the formal nature of the sample letter; frail clients may feel it is a bill rather than a request for a donation

Response:
Based on this comment, the letter was revised. This letter is provided as a sample; it is not mandatory to use this method. Many AAAs find this to be an effective method of collecting donations, and some clients or their caretakers prefer it.

Comment:
We do not permit accepting cash donations except for the Nutrition Program.

Response:
Cash donations shall always be accepted. Clients may not have any other method of providing monetary donations if cash is not accepted.

State of New Jersey

DEPARTMENT OF HUMAN SERVICES
DIVISION OF AGING SERVICES
PO BOX 807
TRENTON, N.J. 08625-0807

www.nj.gov/humanservices

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

ELIZABETH CONNOLLY
Commissioner

LAURA OTTERBOURG
Division Director

DATE:	December 18, 2017	**NUMBER**:	2017-14, I-14
TYPE:	Policy Memorandum	**SUPERSEDES**:	96-11, III-9
EFFECTIVE:	Immediately	**DISTRIBUTION**:	I
APPLICABILITY:	Executive Directors, Area Agencies on Aging		
SUBJECT:	**Grievance Policy & Procedure for Area Plan Contract Service Participants**		

PURPOSE:

The purpose of this Policy Memorandum is to clarify the requirement that participants who receive services, funded in whole or in part through Area Agency on Aging (AAA) Area Plan Contracts, have the right to file a grievance. Participants shall be permitted to file grievances for the following reasons, including but not limited to:

- Unfair treatment;
- AAA or service provider not following polices or procedures;
- Discrimination
- Denial of services;
- Dissatisfaction with services; and/or,
- Other issues, which the participant shall describe in detail.

PLEASE NOTE: Every program and service funded in whole or in part through the Area Plan Contract — regardless of funding source — shall agree in its contract to be bound by and follow the Grievance Policy & Procedure, which the AAA establishes pursuant to this Policy.

BACKGROUND:

Federal law requires that the State Unit on Aging issue guidelines, to the Area Agencies on Aging, regarding the establishment of this grievance policy and procedure.

The Older Americans Act (OAA) and federal Department of Health & Human Services require recipients of federal funding, like Area Agencies on Aging, to adopt a grievance policy and procedure. The grievance policy and procedure shall incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints.

In addition, the law requires that AAAs shall designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under this Grievance Policy & Procedure. That employee shall be the chairperson of the AAA Grievance Review Committee, which is described in more detail in the policy.

POLICY & PROCEDURE:

The grievance policy referred to in this memorandum and the procedures to implement the policy, which are separately attached, are incorporated by reference herein.

FORMS:

The State Unit on Aging has promulgated the following forms, which the AAAs shall use to carry out the intent of this Policy & Procedure:

- Participant Grievance form (ACS-40);
- Provider Level 1 Grievance Outcome form (ACS-41); and,
- AAA Level 2 Grievance Report form (ACS-42).

QUESTIONS:

Questions related to this Policy Memorandum may be directed to the Assistant Division Director, Tina Zsenak:

Tel.: 609-588-6788
Email: tina.zsenak@dhs.state.nj.us

Laura Otterbourg
Division Director

LO/TJZ/ljm
Enclosure(s)

State of New Jersey
DEPARTMENT OF HUMAN SERVICES
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CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

ELIZABETH CONNOLLY
Commissioner

LAURA OTTERBOURG
Division Director

Grievance Policy and Procedure for Area Plan Contract Service Participants

POLICY

1. Each Area Agency on Aging (AAA) shall:
   a. Require all grantees and sub-grantees to adopt and follow this grievance policy.
   b. Post this grievance policy & procedure in a conspicuous space in the AAA office, which is easily accessible to participants. Sub-grantees shall also post this grievance policy & procedure in a conspicuous place, as appropriate considering the service being provided.
   c. Inform participants of their right to file a grievance and how to do so.
   d. Maintain on file, copies of all documents received related to grievances.

2. Service providers may deny services to participants and/or reduce services for reasons, including but not limited to:
   a. Other service participants / recipients are a greater priority;
   b. Based upon reassessment, less services are needed, or they are no longer needed;
   c. The service is not available in a particular location;
   d. The service is limited due to resource shortages; and/or,
   e. Changes in a program's hours of operation.

3. Reasons services may be terminated include but are not limited to:
   a. Other service participants / recipients are a greater priority;
   b. Based on reassessment, the service is no longer needed;
   c. The service is limited due to resource shortages;
   d. The participant does not abide by existing attendance policies or procedures; and/or
   e. The participant exhibits disruptive behavior, including but not limited to:
      i. Physical abuse toward peers or agency staff;
      ii. Verbal abuse toward peers or agency staff;
      iii. Violating posted senior center or service location rules;
      iv. Shouting;
      v. Threatening or intimidating behavior or language;
      vi. Stealing or damaging senior center or service location property;

vii. Any crime, misdemeanor or violation;
viii. Consuming alcohol or illegal drugs in the senior center or service location;
ix. Being under the influence of alcohol or drugs;
x. Smoking on the premises;
xi. Harassing or discriminating against anyone based upon race,creed, color, national origin, sex, sexual orientation, age, and/or disability.

4. The participant, or his/her representative, may file a grievance as a result of any of the following issues:
   a. Unfair treatment;
   b. The AAA or service provider is not following policies or procedures;
   c. Discrimination;
   d. Denial of services;
   e. Dissatisfaction with services; and/or,
   f. Other reasons, which the participant shall describe in detail.

PROCEDURE

Level 1 — Grievance Form; Provider Level 1 Meeting; and, Provider Level 1 Outcome:

1. Participant Grievance Form (ACS-40): A service participant may file a grievance by completing and submitting the Participant Grievance Form and any supporting documents, directly to the service provider supervisor and/or to the executive director of the AAA.

2. Assisting Participant in Completing Form: If a participant indicates that they are unable to complete the Participant Grievance Form, then the service provider supervisor or AAA staff shall assist the participant in completing the Form.

3. Logging Grievance & Forwarding to Provider: If the AAA receives the grievance directly, the AAA staff shall review the grievance; log it; and, forward a copy of the Participant Grievance Form with any and all supporting documents to the attention of the service provider supervisor.

4. Provider Level 1 Meeting & Informal Resolution: Upon the service provider supervisor's receipt of the Participant Grievance Form, the supervisor shall meet with the participant and attempt to informally resolve the grievance. This meeting may be by telephone if the participant consents.

5. Service Provider's Response to Grievance: Within five (5) business days of receiving the Participant Grievance Form, the service provider shall serve a written response to the participant's grievance, as directed below, via United States mail, and via email if the participant provides an email address.

6. Completing Provider Level 1 Outcome Form (ACS-41): The service provider supervisor shall respond to the participant by completing the Provider Level 1 Grievance Outcome form, including the "Office Use Only" section of that form.

    a. If Level 1 Meeting in Person:

        i. Both parties shall complete their respective portions of the Level 1 Grievance Outcome form.
        ii. If needed, the provider shall assist the participant in completing the form.
        iii. The provider shall make a copy of the completed Level 1 Grievance Outcome form and any supporting documents, and give it to the participant for his/her records.
        iv. If the participant indicates that he/she is not satisfied with the provider's suggested resolution, the provider shall explain to the participant how to appeal to Level 2, as described on the form; and, if needed, assist the participant in filing the Level 2 appeal.

    b. If Level 1 Meeting by Telephone:

        i. The provider shall complete the Level 1 Grievance Outcome form, and include the participant's wishes, including whether the participant agrees to the provider's suggested resolution to the participant's grievance.

ii. State on the form, where indicated, whether the meeting was held by telephone.
iii. The provider shall mail the form to the participant.
iv. The participant shall sign and date the form where indicated.
v. The participant shall mail the completed form to the AAA office as directed on the form.
If the participant mails the completed form back to the provider, the provider shall immediately forward it to the AAA, as directed below.

7. Submitting Copies to AAA: Regardless whether the provider holds the Level 1 meeting with the participant via telephone or in person, the service provider shall submit to the AAA, a copy of the completed Provider Level 1 Outcome Form, including any supporting documents.

8. AAA & Service Provider to Maintain Copies on File: The AAA and service provider shall each retain copies on file of all of the forms and documents received regarding Grievances.

Level 2 — Hearing before AAA Review Committee; & AAA Level 2 Grievance Report:

1. Right to Appeal to Level 2: If the grievance cannot be resolved at Level 1, the participant may appeal and request a Level 2 hearing before the AAA Review Committee.

2. Notice of Appeal to Level 2: To request a Level 2 hearing, the requesting party shall submit a written Notice of Appeal for a Level 2 hearing, to the attention of the AAA Executive Director, within thirty (30) days of receipt of the Level 1 outcome. A properly completed Notice of Appeal, as contained in the Provider Level 1 Grievance Outcome form is sufficient to give notice of appeal. For good cause shown, the AAA Executive Director shall consider requests for Level 2 hearings, which are received after this thirty-day timeframe, to be considered timely.

3. Scheduling Level 2 Hearing: Upon receipt of a Notice of Appeal for a Level 2 hearing, the AAA Executive Director shall coordinate with the parties to schedule a mutually convenient date and time for the hearing. The Level 2 hearing shall be held within ten (10) business days of the AAA Executive Director's receipt of the Level 2 hearing request (Notice of Appeal), unless the parties mutually agree in writing to a later date. When coordinating with the parties to schedule the Level 2 hearing, the AAA Executive Director shall inform the parties that the hearing may be conducted telephonically.

4. Serving Notice of Hearing: At least five (5) business days before the hearing date, the AAA Executive Director shall serve the parties, via United States mail (postage pre-paid), with written notice of the date, time, and place for the Level 2 hearing. The attached Notice of Hearing form shall be used to give notice of the Level 2 hearing.

5. AAA Grievance Review Committee: For purposes of this Level 2 hearing, the AAA Executive Director shall convene a AAA Grievance Review Committee. The Review Committee shall include at least three (3) representatives from the AAA Advisory Council. The Review Committee shall have an odd-number of members so hearings are not deadlocked. The Review Committee members shall not have a vested interest in the

outcome of the hearing nor have a conflict of interest with or bias toward either party to the hearing. The Review Committee shall select one member to serve as the Chairperson for the Level 2 hearing.

6. Commencing Hearing: To begin the Level 2 hearing, the AAA Grievance Review Committee shall do the following:

   a. Have parties, witnesses, observers, and Review Committee members sign sign-in sheet.
   b. Read aloud the Level 2 hearing instructions, as indicated on the form.
   c. Review the Grievance and read it aloud.
   d. Review the Provider Level 1 Outcome and read it aloud.

7. Meet & Confer, and Informal Settlements: After commencing the hearing, the Grievance Review Committee shall:

   a. Give the parties an opportunity to meet with each other to attempt to informally resolve their dispute(s) by way of a settlement versus going forward with the hearing.

   b. The Review Committee is empowered to assist the Parties in attempting to settle their disputes in a fair manner to the extent the parties are willing to do so.

   c. If the parties settle their dispute(s), the Review Committee Chairperson shall transcribe the terms of the parties' settlement onto the Settlement form provided with the Level 2 Grievance Report, which the parties shall date and sign.

   d. If the terms of the settlement are reasonable, the Review Committee shall approve the settlement by dating and signing where indicated on the Level 2 Grievance Settlement form. The Review Committee shall forward the completed Level 2 Grievance Report, Settlement form, and the other required forms, to the AAA Executive Director for review and approval.

   e. If the terms of the settlement are reasonable, the AAA Executive Director shall approve the settlement by dating and signing where indicated on the Level 2 Grievance Settlement form.

   f. The AAA Executive Director shall provide copies of the Level 2 Grievance Report and Settlement form to the parties and retain a copy for the AAA's files.

8. Hearing: If the parties are unable to reach an informal resolution to their dispute(s), then the Review Committee shall hold a hearing as follows:

   a. Both sides shall be given an equal amount of time within which to present their case. Both sides shall have the opportunity to make statements, call and question witnesses, offer documents into evidence, and make arguments to support or defend their positions. The Review Committee shall also have the opportunity to call and question the participants and witnesses in order to clarify the facts and evidence being presented.

   b. To prevail, the grievant must prove that it is more likely than not that the facts supporting the grievance are true, and the grievance should be granted. However, if

there is a reasonable defense to the grievance, which is more likely than not to be true, then the defense prevails.

c. The AAA Grievance Review Committee Chairperson shall ensure this hearing process remains informal and non-adversarial in nature, and ensure that neither party is harassed, intimidated, or demeaned by any other. Everyone shall be treated with dignity. The Review Committee Chairperson may temporarily adjourn the hearing, terminate the hearing and make a decision, and/or exclude persons, as reasonably needed, for violations of this rule.

d. If necessary, and based upon the parties' mutual consent, the parties may agree to continue the hearing, reasonably, from one day to another.

e. At the conclusion of the hearing, the Review Committee Chairperson shall announce that the hearing is concluded.

9. AAA Grievance Review Committee Recommendation: After the hearing is concluded, the AAA Grievance Review Committee shall do the following:

   a. Affirm or Reverse Provider Level 1 Outcome: The Review Committee shall decide whether to affirm the Provider Level 1 Grievance outcome; or, to reverse the Provider Level 1 Grievance outcome, and recommend another course of action to remedy the grievance.

   b. Complete AAA Level 2 Grievance Report (ACS-42): Within ten (10) business days after the Level 2 hearing is finally concluded, the Review Committee shall make a recommendation on the outcome of the grievance, as described above, and complete its section of the Level 2 Grievance Report.

   c. Submit Report to AAA Executive Director: The Review Committee Chairperson shall submit the completed Level 2 Grievance Report to the attention of the AAA Executive Director, including copies of all documents collected during the hearing, including but not limited to the following documents:

      i. Original Grievance;
      ii. Provider Level 1 Grievance Outcome & Notice of Appeal;
      iii. Notice of AAA Level 2 Hearing;
      iv. AAA Level 2 Sign-in sheet;
      v. AAA Level 2 Hearing Minutes, including any and all attachments thereto; and,
      vi. AAA Level 2 Grievance Report signed by Chairperson of Review Committee.

10. Executive Director Recommendation: Within five (5) business days after the AAA Executive Director receives the Level 2 Grievance Report from the AAA Review Committee, the Executive Director shall do the following:

    a. Affirm or reverse Provider Level 1 Outcome: Review the Review Committee's recommendation; and, decide whether to affirm the Provider Level 1 Grievance Outcome, or reverse it and specify the actions the parties must take to remedy the grievance, if any.

b. Complete Executive Director portion of Level 2 Grievance Report: Complete the AAA Executive Director's section of the AAA Level 2 Grievance Report.

c. Service of AAA Level 2 Grievance Report to Parties: Serve the participant and the service provider, via United States mail (postage pre-paid), with a copy of the completed Level 2 Grievance Report (including all documents attached thereto).

d. Complete "Office Use Portion" of Form & Document Retention: After serving the Parties, as discussed above, the Executive Director shall complete the "Office Use Only" portion of the AAA Level 2 Grievance Report form. The AAA shall retain on file the Level 2 Grievance Report and all supporting documents.

11. Other Issues:

a. Expediting Grievance Resolution Process: For good cause shown, the AAA Executive Director may expedite the time-frames, provided above, to resolve emergent grievances.

b. Skipping Grievance Levels: The Parties and/or AAA Executive Director may request the grievance skip Level 2 and proceed directly to a Level 3 review before the State Unit on Aging. The State Unit on Aging retains discretion and jurisdiction to decide whether to permit the skipping of levels, which it will consider on a case-by-case basis on the merits.

c. Termination of Hearing & Exclusion of Persons: As stated above, the Review Committee Chairperson may temporarily adjourn the hearing, terminate the hearing and make a decision, and/or exclude persons, as reasonably necessary, for violations of the hearing rules of conduct, including but not limited to use of foul, abusive, or threatening language.

12. Record Retention: The AAA shall retain in its files all of the documents required by this Policy, and produce them to the State Unit on Aging upon request.

Level 3 — Review by State Unit on Aging & Level 3 Final Agency Determination:

1. Right to Appeal to Level 3: If a party is not satisfied with the AAA Level 2 Grievance Report, that Party may appeal the Level 2 decision to Level 3, which shall be heard by the State Unit on Aging.

2. Notice of Appeal to Level 3: To request a Level 3 review, within ten (10) business days of receiving the Level 2 Grievance Report, a party shall complete the Notice of Appeal section of the Level 2 Grievance Report, and submit it to the attention of the Director of the State Unit on Aging, at the following address:

Attention: Director
New Jersey Division of Aging Services
P.O. Box 807
Trenton, New Jersey 08625-0807

3. Request for Documents from AAA: Within five (5) business days after its receipt of a request for a Level 3 review, the State Unit on Aging shall request a copy of the applicable grievance policies and procedures from the AAA and the service provider. The State Unit shall also request from the AAA Executive Director, a copy of the Level 2 Grievance Report, including all of the required documents, as specified above.

4. Issuance of Level 3 Determination: Within fifteen (15) business days after its receipt of a request for a Level 3 review, the State Unit on Aging shall:

    a. Review AAA's Level 2 Grievance Report (ACS-43): Review the Level 2 Grievance Report and all of the required documents and any and all other supporting documents, which are submitted for review.

    b. Issue Level 3 Determination: Issue a Level 3 determination, which affirms or reverses the Level 2 decision. If the State Unit on Aging reverses the Level 2 decision, it shall state the appropriate remedy to be provided to the grievant, if any. The State Unit shall state the basis for its decision.

    c. Service of Level 3 Determination: Serve via United States mail (postage pre-paid), notice of the Level 3 decision to all parties, including all supporting documents.

    d. Complete Proof of Service Form & Document Retention: After serving the Parties, as discussed above, the Executive Director shall complete the Proof of Service form. The AAA shall retain on file the Level 3 Grievance Determination, including all supporting documents.

5. Standard of Review: The State Unit on Aging Level 3 review shall be limited to a paper review, which shall ensure that the correct policies and procedures were used and were followed appropriately. The State Unit on Aging shall not overturn the AAA Executive Director's Level 2 decision absent a clear showing of abuse of discretion or other good cause, which shall include but not be limited to decisions that are arbitrary or capricious or unreasonable, or that are otherwise not supported by the credible evidence submitted.

6. Final Administrative Decision: The State Unit on Aging's Level 3 decision shall be the final administrative decision and review of the grievance, and it shall be binding on all parties. If a party is not satisfied with the Level 3 decision, the next appeal is to the New Jersey Superior Court via filing a civil action.

CLICK HERE FOR COUNTY AAA NAME

PARTICIPANT GRIEVANCE FORM

Name: _____
Address: _____
_____
_____
Phone: _____
Email: _____

Service Provider _____

Date of grievance: _____

— OFFICE USE ONLY —
Service Provider MUST Complete This Section

Rec'd on: _____
By: _____
Date: _____

Grounds for grievance:

- ☐ Unfairly treated
- ☐ AAA or service provider policy or procedure not followed
- ☐ Discrimination
- ☐ Denied services
- ☐ Dissatisfied with services
- ☐ Other (*describe*): _____

Describe grievance: _____
_____
_____
_____
_____
_____

(*Attach additional sheets, if needed.*)

Attach any and all documents or other evidence that you believe relate to your grievance.

_____ _____

Participant Signature Date

If you assisted the participant in completing this grievance form, please provide your contact information, below:

Name: _____
Address: _____
_____
Phone: _____
Email: _____

Submit this form and all supporting documents to the service provider supervisor.
You may also submit this form via mail to your Area Agency on Aging at the following address:

Attn: Executive Director
Click Here for County AAA Name
Click here for address
Tel.: Click here for number | Email: Click here for email address

CLICK HERE FOR COUNTY AAA NAME

PROVIDER LEVEL 1 GRIEVANCE OUTCOME

Participant / Grievant:

Name: _____
Address: _____
_____
_____
Phone: _____
Email: _____

Service Provider:

Name: _____
Address: _____
_____
_____
Phone: _____
Email: _____

Date of incident: _____

— OFFICE USE ONLY —
Service Provider MUST Complete this Section

Date grievance rec'd: _____

Date of Level 1 meeting: _____

☐ Meeting held by phone with participant's consent.

Date Level 1 Outcome mailed to participant:

_____

Proof of Service: *I declare that on the foregoing date, I emailed or mailed (postage pre-paid) this Level 1 Grievance Outcome, and the documents referenced below and attached hereto, to the participant at his/her address referenced on this form.*

By: _____

Date: _____

Summary of grievance: _____
_____
_____
_____

(Attach additional sheet(s), called "Summary of Grievance", if needed.)
(Attach all documents submitted in support of or in defense to this grievance.)

If Parties resolved this grievance at this meeting, summarize how Parties intend to resolve this grievance:

_____
_____

(Attach additional sheet(s), called "Grievance Settlement", if needed.)

Attestation

☐ I agree that my grievance *WAS RESOLVED* during this Level 1 meeting.
(Date, sign, and return via mail to the Area Agency on Aging, at the address listed below.)

Dated: _____ Dated: _____

By: _____ By: _____
Participant / Grievant Service Provider Supervisor

Right to Appeal & Notice of Appeal

If I am unsatisfied with the service provider's proposed resolution of my grievance, I understand my right to appeal to Level 2 by checking the box, below, and mailing this form within thirty (30) days to:

Executive Director, Click Here for County AAA Name
Click here for address

☐ My grievance *WAS NOT RESOLVED.* **I HEREBY GIVE NOTICE OF MY APPEAL OF, AND APPEAL** this Level 1 Outcome to a Level 2 hearing before the Review Committee of the Area Agency on Aging. *(If you wish to appeal, check this box, and mail to the address, above.)*

☐ **I REQUEST A LEVEL 2 HEARING BY TELEPHONE.** *(Check this box if you request that the Level 2 Hearing be done by telephone. Ensure your telephone number is listed on this form.)*

CLICK HERE FOR COUNTY AAA NAME

AAA LEVEL 2 GRIEVANCE REPORT

Parties to Grievance:

Participant / Grievant:

Name: _____

Service Provider:

Name: _____

AAA Grievance Review Committee:

Chair: _____

Member: _____

Member: _____

☐ (*Check here if addt'l Committee Members present & place name(s) on sign-in sheet. Must have odd-number of members.*)

☐ (*Confirm completed sign-in sheet is attached.*)

— OFFICE USE ONLY —
AAA Exec. Director MUST Complete this Section

Date Notice of Appeal rec'd: _____

Date of Level 2 hearing: _____

Date of Review Comm. recommendation: _____

Date of AAA Exec. Dir. decision: _____

Date Level 2 decision mailed to parties: _____

***Proof of Service**: I declare that on the foregoing date, I emailed or mailed (postage pre-paid) this Level 2 Grievance Report, and the documents referenced below and attached hereto, to the participant and program provider at their respective addresses.*

By: _____

Date: _____

---------- (*This section to be completed by Grievance Review Committee*) ----------

Summary of Grievance & Level 1 Grievance Outcome

Date of incident: _____

Summary of grievance: _____

_____

_____

_____

_____

(*Attach additional sheet(s), called "Summary of Grievance", if needed.*)

Summary of Provider Level 1 Grievance Outcome: _____

_____

_____

_____

_____

(*Attach additional sheet(s), called "Summary of Level 1 Outcome", if needed.*)

Meet & Confer

☐ (*Confirm that Grievance Review Committee gave parties a reasonable time to meet and confer, in good faith, to attempt to informally resolve this grievance.*)

The parties were able to resolve this grievance via settlement after meeting & conferring: ☐ Yes ☐ No

Settlement

(*If the parties were able to resolve the grievance after meeting & conferring, complete the attached "Grievance Settlement" form, which is incorporated herein by this reference, and attach it hereto.*)

☐ Grievance Settlement form is attached hereto, and incorporated herein by this reference.

Level 2 Grievance Hearing

The AAA Grievance Review Committee held a Level 2 Grievance Hearing and the minutes from the hearing are attached: ☐ Yes ☐ No

---

Grievance Review Committee Recommendation

After concluding this Level 2 Grievance hearing, and considering all of the facts, witnesses' testimony, documents presented, arguments presented, and other relevant evidence received, the Grievance Review Committee makes the following recommendation to the AAA Executive Director:

☐ **We affirm** the Level 1 Grievance Outcome; or,
☐ **We reverse** the Level 1 Grievance Outcome, **and recommend the following course of action** to appropriately remedy this grievance: _____

_____
_____
_____
_____
_____

(Attach additional sheet(s), called "Review Committee Recommendation", if needed.)

Dated: _____ By: _____
Review Committee Chairperson

---------- *(This section to be completed by Executive Director)* ----------

Executive Director Decision on Grievance

After reviewing the recommendation of the AAA Grievance Review Committee on this grievance, and considering the facts and circumstances from which this grievance arises, as set forth in the documents described herein and attached hereto, I hereby make the following decision:

☐ **I affirm** the Level 1 Grievance Outcome; or,
☐ **I reverse** the Level 1 Grievance Outcome, **and direct that the parties take the following action(s)** to appropriately remedy this grievance: _____

_____
_____
_____
_____

(Attach additional sheet(s), called "Executive Director Decision", if needed.)

Required Attachments

I certify that the following documents are attached hereto:

☐ Grievance	☐ Level 1 Grievance Outcome & Notice of Appeal	☐ Notice of Level 2 Hearing
☐ Level 2 Sign-in Sheet	☐ Level 2 Hearing Minutes, including attachments thereto	☐ Other:

Dated: _____ By: _____
AAA Executive Director

Right to Appeal & Notice of Appeal

If you are unsatisfied with the AAA Executive Director's decision on your grievance, you have the right to appeal this Level 2 Decision to Level 3 by checking the box, below, and mailing this form within ten (10) business days to: *Attn: Director, New Jersey Division of Aging Services*
P.O. Box 807, Trenton, N.J. 08625-0807

☐ **I HEREBY GIVE NOTICE OF MY APPEAL OF, AND APPEAL** this Level 2 Decision to a Level 3 hearing before the Director of the New Jersey Division of Aging Services.
(If you wish to appeal, check this box, and mail this form to the address, above.)

CLICK HERE FOR COUNTY AAA NAME

NOTICE OF HEARING

To: _____ (*Grievant / Participant*)

& _____ (*Service Provider*)

Re: **Notice of Level 2 Grievance Hearing before the AAA Grievance Review Committee**

*In re the Grievance of:*_____*(Grievant / Participant)*

TO ALL PARTIES, TAKE NOTICE that a Level 2 Grievance Hearing will be held before a Grievance Review Committee of the Area Agency on Aging as follows:

DATE: _____
TIME: _____ (☐ A.M. ☐ P.M.)
PLACE: _____
_____
_____

BRING WITNESSES WITH YOU TO THE HEARING: Bring with you to the hearing any and all persons you believe to have personal knowledge of the incident(s) you complain of in your grievance or your defense to the grievance.

BRING DOCUMENTS WITH YOU TO THE HEARING: Bring with you to the hearing any and all documents or other evidence you believe to support your grievance or your defense thereto.

IF YOU HAVE QUESTIONS: If you have any questions about this Notice of Hearing, please contact the Area Agency on Aging as soon as possible prior to the hearing date, listed above:

Executive Director
Click Here for County AAA Name
Click here for address
Tel.: Click here for number | Email: Click here for email address

Dated: _____

By: **Click Here for County AAA Name**

_____
EXECUTIVE DIRECTOR

Proof of Service: *I declare that on the foregoing date, I mailed (postage pre-paid) this Notice of Hearing to the participant and program provider at their respective addresses.*

By: _____

Date: _____

CLICK HERE FOR COUNTY AAA NAME

HEARING SIGN-IN SHEET

*In re the Grievance of:*_____

Hearing Date: _____

(Print & sign your name, telephone number, email address, and state your role in the hearing.)

NAME	SIGNATURE	TEL. & EMAIL	ROLE IN HEARING
		Tel: Email:	☐ Review Committee ☐ Grievant/participant ☐ Service provider ☐ Witness ☐ Other:
		Tel: Email:	☐ Review Committee ☐ Grievant/participant ☐ Service provider ☐ Witness ☐ Other:
		Tel: Email:	☐ Review Committee ☐ Grievant/participant ☐ Service provider ☐ Witness ☐ Other:
		Tel: Email:	☐ Review Committee ☐ Grievant/participant ☐ Service provider ☐ Witness ☐ Other:
		Tel: Email:	☐ Review Committee ☐ Grievant/participant ☐ Service provider ☐ Witness ☐ Other:
		Tel: Email:	☐ Review Committee ☐ Grievant/participant ☐ Service provider ☐ Witness ☐ Other:
		Tel: Email:	☐ Review Committee ☐ Grievant/participant ☐ Service provider ☐ Witness ☐ Other:

CLICK HERE FOR COUNTY AAA NAME

AAA Level 2 Grievance Settlement

(Continued from L2 Grievance Report Form)

(This form and its contents shall be incorporated by this reference into the AAA Level 2 Grievance Report form)

In re the Grievance of: _____

Hearing Date: _____

WHEREAS _____ *(Insert name of grievant / participant) filed a grievance against*

_____ *(Insert name of provider / respondent). (Hereafter as "Parties".)*

WHEREAS the Parties attempted to informally resolve the grievance at a Provider Level 1 meeting. The Parties were unable to informally resolve the grievance at Level 1. WHEREAS _____ *(Insert name of Party who filed appeal of Level 1 outcome) filed and served a Notice of Appeal of the Provider Level 1 grievance outcome, and requested a Level 2 hearing before the Review Committee of the Area Agency on Aging.*

WHEREAS the Parties agree to informally resolve this matter to avoid the uncertainty and time and expense of this hearing, and so they are free to dictate the terms of this settlement versus having the AAA Executive Director make a decision on this grievance after a hearing. WHEREAS the Parties agree to informally resolve this matter without a hearing, having full knowledge and information of the facts, voluntarily, and without duress or undue influence.

IN CONSIDERATION THEREOF, the Parties agree to informally resolve this grievance as follows (*set forth the terms of the Parties' agreement here*): _____

_____

_____

_____

_____

_____

(Attach additional sheet(s), called "Grievance Settlement", if needed, which is incorporated herein.)

Attestation

☐ I agree to informally resolve this matter without a hearing, according to the terms and conditions set forth above. I make my decision to resolve this matter with full knowledge of the consequences, being fully informed, voluntarily, and without duress or undue influence.

Dated: _____ Dated: _____

By: _____ By: _____

Participant / Grievant Service Provider Supervisor

Review Committee Approval of Settlement

The Parties having agreed and good cause appearing, the foregoing settlement **IS APPROVED**.

Dated: _____ By: _____

AAA Review Committee Chair

Executive Director Approval of Settlement

The Parties having agreed and good cause appearing, the foregoing settlement **IS APPROVED**.

Dated: _____ By: _____

AAA Executive Director

AAA Level 2 Grievance — Hearing Instructions

(Continued from L2 Grievance Report Form)

(***To begin hearing: Review Committee Chairperson shall read these instructions aloud.***)

- This hearing is a Level 2 grievance appeal to the Area Agency on Aging.

- The AAA Grievance Review Committee will follow the State Unit on Aging AAA Grievance Policy & Procedure in carrying out its responsibilities in hearing this grievance.

- Both the Grievant / participant and the service provider shall each have an opportunity to:
  - Give an opening statement to explain the nature of their position in this matter;
  - Present their case, call witnesses, and introduce documents into evidence;
  - Ask questions of the other party's witnesses;
  - Call rebuttal witnesses, if reasonably necessary; and,
  - Give a closing argument to support their respective position in this matter.

- To prevail, the grievant must prove that it is more likely than not that the facts supporting the grievance are true, and the grievance should be granted. However, if there is a reasonable defense to the grievance, which is more likely than not to be true, then the defense prevails.

- At the conclusion of this hearing, the AAA Grievance Review Committee will have ten (10) business days to make a recommendation to the AAA Executive Director, who will have five (5) business days to affirm or reverse the Provider Level 1 Grievance Outcome and state the remedy to be provided to resolve this grievance.

- The AAA Executive Director will mail the parties a copy of this Level 2 decision.

- If either party is unsatisfied with the results of this Level 2 decision, he or she has the right to appeal to Level 3, which shall be held before the State Unit on Aging pursuant to its AAA Grievance Policy and Procedure.

- To request a Level 3 appeal, within ten (10) business days of receiving the AAA Level 2 Grievance Report, you must check the "Notice of Appeal" box on that form; and, mail the Level 2 Grievance Report form to the Division of Aging Services, as directed on the form.

☐ (*Check here to confirm the reading of the foregoing instructions.*)

State of New Jersey
DEPARTMENT OF HUMAN SERVICES
DIVISION OF AGING SERVICES
PO BOX 807
TRENTON, N.J. 08625-0807
www.nj.gov/humanservices

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

ELIZABETH CONNOLLY
Commissioner

LAURA OTTERBOURG
Division Director

<Insert Date>

Name of Grievant,
Grievant,

&

Name of Provider Organization,
Respondent.

File No.: *<Insert State Unit file number>*

LEVEL THREE GRIEVANCE
FINAL AGENCY DETERMINATION

TO ALL PARTIES, TAKE NOTICE that the New Jersey Department of Human Services, Division of Aging Services (hereafter as "State Unit on Aging") has made the following Final Agency Determination:

Summary of Decision

For the reasons set forth below, the AAA Executive Director's Level 2 Grievance decision is:

☐ **Affirmed**.

☐ **Reversed — The State Unit on Aging directs the Parties to take the following action(s) to appropriately remedy this grievance**: (*See, Conclusion, below.*)

Procedural History

Grievant filed a grievance on: _____. (*See attached,* ***Exhibit 1*** | *Participant Grievance, dated xx/xx/xx.*) (*See attached,* ***Appendix A****, for complete list of exhibits.*)

A provider Level 1 meeting occurred on: _____. On,_____, the provider made a Level 1 decision, and served it on the grievant on: _____. (*See attached,* ***Exhibit 2*** | *Provider Level 1 Grievance Outcome, dated xx/xx/xx, with the proof of service, dated xx/xx/xx.*)

The AAA received the Notice of Appeal to Level 2 on: _____. (*See attached,* ***Exhibit 3*** | *Notice of Appeal to Level 2, dated xx/xx/xx.*)

The AAA Review Committee held a Level 2 grievance hearing on: _____. The AAA Review Committee made a Level 2 Grievance decision on: _____. The AAA Executive Director made a Level 2 Grievance decision on: _____, and served it on the Parties on: _____ _____. (*See attached,* ***Exhibit 4*** | *AAA Level 2 Grievance Report, dated xx/xx/xx by the Executive Director, with the proof of service, dated xx/xx/xx.*)

The State Unit on Aging received the Notice of Appeal to Level 3 on: _____. (*See attached,* ***Exhibit 5*** | *Notice of Appeal to Level 3, dated xx/xx/xx.*)

Statement of Facts

[*Insert Statement of Facts — Grievant's basis for grievance and supporting evidence and documents, and respondent's opposition/defense to grievance and supporting evidence and documents. Include a list and description of exhibits, as needed.*]

Burden of Proof & Standard of Review

Based upon Division of Aging Services Grievance Policy Memorandum 2017-14, I-14 and New Jersey law, the burden of proof in administrative matters is a preponderance of the evidence. In reviewing the AAA's Level 2 Grievance decision, the State Unit on Aging will not disturb its decision, unless it is clear that it was arbitrary, capricious, unreasonable, not supported by the substantial credible evidence in the record as a whole, or if the AAA Executive Director abused his or her discretion.

Analysis

[*Conclude — Insert conclusion to analysis. I.e., Grievant did not prove grievance by preponderance of evidence, i.e., grievant did not prove that it is more likely than not that he/she was aggrieved as stated in his grievance.*]

[*Issue — Insert issue at hand. I.e., State Grievant's issue from which he/she claims to have been aggrieved.*]

[*Rule — Insert rules/laws/policies/etc. affecting grievance or decision. I.e., Describe all rules that are implicated by grievance and/or decision to affirm/reverse grant/deny grievance.*

[*Analysis — Insert analysis of facts to rules/laws at issue. I.e., "... Based upon the rules/laws at hand, and based upon the facts, the grievant failed to state facts that show it is more likely than not that his/her grievance should be granted..."*]

[*Conclude — Repeat conclusion to analysis again. I.e., "... Since Grievant did not show facts that tend to show it is more likely than not that his/her grievance should be granted, Grievant's grievance is denied..."*]

Conclusion

Based upon the foregoing, and a review of all of the pleadings, facts, witnesses' testimony, documents, and all other relevant evidence presented and received in support and in defense of this grievance at Levels 1 and 2, the State Unit on Aging makes the following Level 3 final agency determination: [*Insert conclusion to Level 3 grievance determination. Should state whether AAA Level 2 decision is affirmed, or reversed and vacated. If reversed and vacated, should state how State Unit directs parties to appropriately resolve this grievance.*]

Dated: _____ By: **New Jersey Division of Aging Services**

_____

Laura Otterbourg, Director

Notice of Appeal Rights

TAKE NOTICE: This is the final administrative decision by the State Unit on Aging on your grievance. If you are unsatisfied with this decision, your next appeal is to file a civil action with the New Jersey Superior Court. There are limitations periods applicable to all civil actions.

TAKE NOTICE: You are hereby on notice and instructed to immediately contact an independent legal representative of your choice to advise you regarding this notice so you may take any and all appropriate actions to preserve any and all limitations periods that may apply to your appeal from this final agency determination.

NEW JERSEY DIVISION OF AGING SERVICES

LEVEL 3 GRIEVANCE

FINAL AGENCY DETERMINATION

APPENDIX A — EXHIBIT LIST

Exhibit No.	Description
Exhibit 1	
Exhibit 2	
Exhibit 3	
Exhibit 4	
Exhibit 5	
Exhibit 6	
Exhibit 7	
Exhibit 8	
Exhibit 9	
Exhibit 10	

NEW JERSEY DIVISION OF AGING SERVICES

LEVEL 3 GRIEVANCE

FINAL AGENCY DETERMINATION

Name of Grievant,
Grievant,

&

Name of Provider Organization,
Respondent.

File No.: *<Insert State Unit file number>*

PROOF OF SERVICE

I, _____ (*print name of person who served the documents, listed below*), am an employee of the State of New Jersey Division of Aging Services, and I have no affiliation to this matter or to the Parties in this matter. I have personal knowledge of the following facts, and can and will testify competently thereto if called upon to do so.

On _____ (*insert date documents were served*), I served the following documents via United States Mail with postage pre-paid: (*Below, list documents served.*)

Level Three Final Agency Determination, with all attachments as stated therein.

Other:

I served the foregoing documents on the following person(s) at the following address(es):

Participant / Grievant, **Name of Participant/Grievant**	Participant/Grievant's Address
Provider / Respondent, **Name of Provider Organization**	Provider/Respondent's Address

I declare under the penalty of perjury under the laws of the State of New Jersey that the foregoing is true and correct, and as to those matters stated based upon information and belief, I believe them to be true.

Dated: _____ By: _____

PHILIP D. MURPHY
GOVERNOR

SHEILA Y. OLIVER
LT. GOVERNOR

State of New Jersey
Department of Human Services
Division of Aging Services
P.O. Box 807
Trenton, N.J. 08625-0807

CAROLE JOHNSON
COMMISSIONER

LOUISE RUSH
DIVISION DIRECTOR

DATE:	**October 13, 2020**	**NUMBER:**	**PM 2020-15, I-15**
TYPE:	**Policy Memorandum**	**SUPERSEDES**	**PM 88-17, III-11; PM 98-1, III-1; PM 2011-33, I-6**
SUBJECT:	**New Jersey Standards for the Nutrition Program Serving Older Adults**	**DISTRIBUTION CODE: I**	

EFFECTIVE: **January 4, 2021**

APPLICABILITY: **Area Agencies on Aging** and nutrition services providers funded under grants from New Jersey Area Agencies on Aging through Area Plan Contracts.

PURPOSE: To distribute the updated *New Jersey Standards for the Nutrition Program Serving Older Americans* to all Area Agencies on Aging and congregate and home delivered meal providers funded under NJ Area Plan Contract.

BACKGROUND: The updated Nutrition Standards represent an in-depth review and revision of the 2012 *New Jersey Standards for the Nutrition Services for Older Americans*, PM 2011- 33, I-6 111-14. The Standards Committee of the State Nutrition Program, in collaboration with our State Nutritionist, led this endeavor. The review and comment period was from February 10 through March 10, 2020. Responses were incorporated in the standards.

POLICY: To provide nutritious meals and services that are designed to promote independence, dignity, socialization, health and well-being of the participants. The updated Nutrition Standards are consistent with the mission of the Nutrition Program and the goal of the Division of Aging Services to provide quality nutrition services and efficient service delivery for senior citizens. The *New Jersey Standards for the Nutrition Program Serving Older Adults* will become effective January 4, 2021.

Area Agencies on Aging are responsible for ensuring compliance with the provisions in the updated Nutrition Standards. Area Agencies on Aging continue to be responsible for regular monitoring of all nutrition services providers under the Area Plan Contract. These Nutrition Standards and the mandates of the Older Americans Act serve as the basis for nutrition program monitoring.

Area Agencies on Aging are advised to ensure that all nutrition services providers funded under their Area Plan Contract receive a copy of these standards.

LR: TJZ:PM

Louise Rush

Louise Rush
Division Director

Attachment: *New Jersey Standards for the Nutrition Program Serving Older Adults*

New Jersey Standards for Nutrition Programs Serving Older Adults

Effective: 1/4/2021
New Jersey Department of Human Services
NJ Division of Aging Services

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New Jersey Standards for Nutrition Programs Serving Older Adults

Nutrition Program Overview

Mission Statement
To provide a system of services, designed to nourish individuals holistically, promote independence, dignity, socialization, health and well-being.

Definition of Nutrition Programs Serving Older Adults

A program to distribute awarded federal grant funds to establish a network of community-based providers and sites to provide congregate and home delivered nutrition, nutrition education, nutrition counseling, socialization opportunities and outreach services for individuals 60 years of age or older.

Purpose of Document

The New Jersey Department of Human Services, Division of Aging Services, New Jersey Standards for Nutrition Programs Serving Older Adults are established to define statewide standards of administration, responsibility and practice in programs funded under the Older Americans Act of 1965 as amended (OAA) and under Area Plan Contract (APC) grants to the Area Agencies on Aging (AAAs) and community service providers.

Policies/Procedures

All Nutrition Programs shall follow the current State of New Jersey, Division of Aging Services Service Taxonomy for Nutrition Support. Nutrition Programs shall follow all pertinent Division of Aging Services' Policies and Procedures for the Financial Management of the Area Plan Contract Programs and Services.

Written procedures are necessary for efficient program operation, maintaining continuity and avoiding misinterpretations. At a minimum, procedures covering the following must be developed and reviewed annually by each Nutrition Program in cooperation with the Area Agency on Aging (AAA):

- Personnel Policies including job descriptions (for staff and/or volunteers)
- Program Policy and Procedure Manuals
- Home Delivered Nutrition Program Standards
- State Weekend Home Delivered Nutrition Program Standards
- Congregate Nutrition Program Standards
- Nutrition Education Standards
- Nutrition Counseling Standards
- Food Service Standards
- Data Collection Standards including National Aging Program Information System (NAPIS) data
- Procedures for the use of the state designated electronic database.
- Procedures for Interagency coordination

Eligibility Requirements

Nutrition services funded by the Older American Act (OAA) grants may only be provided to individuals who are 60 years and above. All participants must be given the opportunity to make a donation toward the cost of the service.

1. Exceptions to this policy may include the following:
    - Under-aged spouses of participants
    - Under-aged disabled living with a participant
    - Under-aged disabled living in housing predominately populated by individuals who are 60 years and above **and** has a congregate nutrition site in the building.
    - Nutrition program volunteers
    - Personal Care Aides

Please note that any of the above mentioned exceptions, must be given the opportunity to make a donation a toward the cost of the service the same as the participants of the program. The exceptions must be put into State Approved Data Base for reimbursement.

2. The following under- age individuals may also receive a meal, only when all the participants have been served and sufficient food remains. These individuals must pay the full cost of the meal.
    - Paid Program Staff
    - Guests (only one time per month a maximum of 12 per year)
    - Program Council Members, Grantee's Staff, Advisory Staff, Caterer's Staff and other Sub-Contractors
    - Federal, State and County Staff
    - Persons providing programs
    - Interpreters
    - Companions

Under aged individuals must pay the actual full price of the meal. This is the cost identified in the caterer's contract or, in the case of onsite food preparation, the cost includes: raw food including coffee, tea, condiments and disposables; labor involved in meal preparation; and delivery of the food to the site.
Under aged individuals should not be put into State Approved Data Base for reimbursement.

Nutrition Program Staffing and Training

An adequate number of staff must be employed to support the administration and implementation of the program as required under the current amended Older Americans Act. An organizational chart showing paid and volunteer positions must be developed and included in grant agreements. A job description outlining responsibilities, minimum educational and/or professional requirements must be on file for each position. Staff development and training records must be maintained. Nutrition programs are equal opportunity providers and employers.

Required Positions

1. Program Director - Congregate/Home Delivered Nutrition Services

The program director should be a full-time employee who has been empowered with the necessary authority to conduct day-to-day management and administrative functions of the program. The director must uphold quality food service standards including adherence to Title III of The OAA and NJAC 8:24-1, "Chapter 24 Sanitation in Retail Food Establishments and Food and Beverage Vending Machines" requirements. This includes supervision of all staff and volunteers within the program.

Program Director Qualifications:

- Graduation from an accredited four-year College or University.
- Three years of professional experience in either paid or volunteer capacity working with older adults in nutrition, dietetics, food service management, public health, gerontology, psychology, community organization work, or nursing home administration.
- *Note*: Possession of a master's degree in any of the above fields may be substituted for one year of work experience.
- Broad knowledge of issues pertaining to older adults, community and State agencies, resources available to older people and of the methods of utilizing community resources for older people. Knowledge of current principles and techniques of program planning, budgetary control and personnel management.

Required Activities:

- Administration, supervision, plan, conduct and evaluate staff/volunteer orientation and in-service training
- Maintain statistical information, submit required reports, prepare and monitor Title III contracts
- Assure NAPIS data is input into the state designated electronic database
- Implement, maintain and monitor all purchased services and space; this may include negotiations with caterers/vendors and physical plant owners
- Fiscal management and accountability, including fundraising
- Needs assessments and program development
- Public relations, marketing and outreach
- Participation in professional, interagency activities and associations on community, county and state levels
- Assure Title III nutritional requirements are met and that nutrition education and counseling is done as required

2. Nutritionist

Each AAA/Nutrition Provider must employ or retain the services of a qualified nutritionist for congregate and home delivered nutrition programs whose education and professional background will provide the expertise necessary to address the required activities listed below

Nutritionist Qualifications:

- Three years of recent, relevant experience working with older adults in a food and nutrition related capacity. *Note: Possession of a master's degree in foods, nutrition or institutional management may be substituted for one year of work experience.*
- Effective 10/1/2021 must be Registered Dietitian or Registered Dietitian Nutritionist (RDN); hold a current registration with the Commission on Dietetic Registration.
- Nutritionists hired prior to 10/1/2021, who are not RDNs will be grandfathered in.

Required Activities

- Monitoring of the food preparation facility and the food service operation at nutrition sites on a quarterly basis.
- Evaluation and monitoring of food safety in the preparation, packaging, and delivery of congregate and home delivered meals. This shall include compliance with local, state and federal

regulations, compliance with all food safety regulations, and evaluation of the nutritional adequacy of the meal served.

- Periodic monitoring of home delivery routes for acceptability of temperature, quality and food safety of home delivered meals as received by the participant.
- Making recommendations in the development of budget proposals as appropriate.
- Plan, review and certify culturally diverse menus (using computerized nutrient analysis) to ensure that each menu meets the minimum nutritional standards, i.e. 1/3 Dietary Reference Intake (DRI) using males 51-71+ as reference and the current Dietary Guidelines for Americans (as shown in table 1).
- Develop and/or identify nutrition education materials and presentations relative to the needs of older adults (for use with homebound and congregate meal provision).
- Conduct, and/or coordinate nutrition education programs for participants at each site and distribute literature to homebound, at least quarterly.
- Conduct, and/or coordinate and evaluate in-service training for nutrition staff and volunteers at least annually.
- Assist in reviewing new facilities or planning the renovations of current facilities used for meal service or meal preparation to determine impact on food service.
- Provide Nutritional Counseling (Individualized advice to those who require guidance regarding their diet).
- Provide in-home (or via Skype, another remote platform or phone) nutritional counseling for frail elderly requiring counseling services on a priority basis to enhance nutritional well-being. Evaluation and nutrition counseling by a dietitian will enable the participant or caregiver to plan for other meals not provided by the program. For example, nutrition counseling is frequently necessary for recipients who present health problems such as hypertension, osteoporosis, diabetes, congestive heart failure, dental problems, or have inadequate cooking facilities and special diets. The assessment process should help identify the frail elderly participant requiring this level of nutrition counseling.
- Coordinate annual Nutrition Screening survey of clients.
- Follow federal and state data collection requirements related to participants (such as NAPIS and USDA).
- Provide technical assistance to AAAs and nutrition service providers on food service practices, equipment facilities, programming, training and policy/procedures for food service.

Time Required:

- Each nutritionist employed as a part-time consultant must sign a written agreement, which clearly specifies the number of hours to be worked and defines his/her specific responsibilities. The contracted time must be adequate to allow for the completion of the required activities. This information should be specified in the contract between the AAA and nutrition service providers.
- Congregate Nutrition Programs: The time required for a nutritionist will depend on the number of sites, number of congregate and home delivered meals served by the program, type of nutritional service, number of participants, and the logistics of the program.
- Home Delivered Nutrition Programs: It is the responsibility of the AAA to ensure that home delivered nutrition programs have regular consultation by a qualified nutritionist to ensure standards are met. The nutritionist may be an employee of the AAA or the nutrition service provider. Programs serving only meals to the homebound must have regular consultation by a qualified nutritionist. As with the congregate program, the time required for the nutritionist will be dependent upon a number of factors including but not limited to: the number of home delivered meals served, the type of meal preparation, route logistics, and the number of frail elderly requiring nutrition counseling.

3. Site Manager – Congregate Programs

Each site should have a paid manager to assure program permanence and stability. Proper management is necessary for a smooth running site that meets the needs of the participants. The site manager's job duties, areas of responsibility, line of authority and communication must be clearly defined in a job description. Volunteers may be assigned duties to assist the site manager in accomplishing the required duties.

4. Meal Production Staff/Volunteer

If the nutrition service provider has a central or on-site kitchen, a lead staff person must be designated. The additional number of kitchen employees needed will be determined by the number of meals, type of menu, available equipment, etc.

Staff Development & Training

Orientation: All staff, paid and volunteer, must receive orientation prior to beginning work for a nutrition program. In addition, training to enhance job performance must be provided on a regular basis.

Emergency Training: All site managers or designated individuals must be trained to follow established emergency procedures.

- Training should include staff, volunteers and participants as appropriate.
- Emergency procedures and phone numbers must be posted prominently at all sites.
- Review and update emergency procedures with staff, volunteers and participants at least annually and maintain appropriate documentation.
- Training in CPR, first aid, abdominal thrusts or other medical emergency techniques is recommended for staff and/or volunteers. All site managers or designated individuals must be trained to follow established emergency procedures.

Sanitation Training: Food handler's training for staff is required every two years. The Nutrition Program Director should determine which staff should participate in the training. Programs may contact local health departments for availability of training programs. This is recommended for all Risk Type 2 Food Establishments. It is recommended that all volunteer staff be trained in food safety policies and procedures.

The State requires that at least one person in charge of a Risk Type 3 Food Establishment be a certified food protection manager who has shown their proficiency of required information through obtaining a food safety certificate and passing a food safety certification examination administered by an accredited certifying program recognized by the Conference for Food Protection (such as ServSafe).
Required Staff Training Documentation

- The date and outline of the actual training
- The person conducting the training
- Summary attendance records for each employee

Record Keeping

State Designated Data Base

AAAs are required to use the State Designated Data Base for the following:

- All Area Plan Contract (APC) data reporting, client tracking and all care management funded by and through Division of Aging Services (DoAS).
- Creating consumers through an intake process, screening individuals for community services, recording service delivery, recording client demographic information and managing the activities of the Aging and Disability Resource Connection (ADRC) business process.
- The system will be the single data system by which all AAAs report NAPIS and ADRC data**.**
- It is the responsibility of the AAA to ensure their providers are using the State Designated Data Base and entering data thoroughly and correctly. The AAA subcontract language may also contain this language as a requirement for receiving funding. Should the AAA choose not to require grantees to input their data directly into State Designated Data Base, it shall be the responsibility of the AAA to enter the data.

Program Record Retention

The following records must be created and maintained for a period of seven (7) years from the date of expiration of the grant year or contract, unless indicated otherwise (Records may be maintained electronically).

Congregate Nutrition and Home Delivered Nutrition

- Daily Food and Supply Records**:** detailed records must be maintained for each day of operation showing:
    - Quantities – ordered, shipped, received, prepared, served or delivered on site
    - Temperatures – shipped, received and served
    - Quality of products via a comment section
    - Supplies – ordered, shipped and received
    - Time – shipped, arrived, serviced
    - Menus – served (Any deviation from approved menu must be recorded and reported to the program office)
    - Signature (or initial) of receiving person
    - Location – site identification
    - Date
- Equipment Temperature Logs:
    - Refrigerator, freezer and chill table logs
    - Thermometer calibration accuracy logs
    - Rethermalization oven reheat temperature log
- Fire drill records
- Personnel records shall be maintained for a minimum of seven years. This includes time sheets, attendance records, training documentation, performance evaluations etc. for paid and volunteer staff.
- Related Health Department inspection reports and placards (see section on Health Inspections and Technical Assistance of CEHS)
- State Unit on Aging and Agency Program and Fiscal Reports
- Contribution Records (as per PM 2017-13, I-13)

- Nutrition screening, education and counseling records shall be maintained for a minimum of seven years.
- Menus with corresponding nutritional analysis/ certification
- Waiting lists shall be maintained to assist in determining the extent of program need in the service area and to identify service gaps. Waiting list procedures shall be clear and include specific guidelines for prioritizing clients who are most in need. These procedures should be periodically reviewed by the nutrition service provider and the AAA.

Specific Record Requirements for Congregate Nutrition:

- Intake: by the end of the fifth visit, basic information for each participant should be obtained (**It must be obtained by the end of the participant's fifth visit**). This includes name, address, phone numbers, contact person, emergency instructions, services needed, date of birth, and other NAPIS reporting data (such as gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, nutritional risk). This information is confidential and access will be limited to those approved by the program director. The use of a State Unit on Aging approved common assessment tool is recommended.
- Attendance or Daily Sign-In Sheets: any form that documents the number of meals served. Participants must sign in daily to verify attendance. This information must be accurate and maintained at the program office. A reservation system is recommended.

Specific Record Requirements for Home Delivered Nutrition:

- Needs Assessments: client intake shall be completed by designated staff to determine participant eligibility and service needs prior to or within 10 days of initiating the service. Use of the common assessment tool adopted by the State Unit on Aging is recommended. Reassessments must be completed every six to nine months.

Food Service Standards: Congregate and Home Delivered

The goal of Congregate Nutrition and Home Delivered Nutrition programs are to provide meals that comply with the current Dietary Guidelines for Americans (DGA) published by the Secretary of Health and Human Services and the Secretary of Agriculture that provide a minimum weekly average of 1/3 of the DRI as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences. Two meals served to the same individual must be a minimum weekly average of 2/3's of the DRI; three meals must be a minimum weekly average of 100% of the DRI. (Table 1- Appendix) Food handling must comply with NJAC 8:24-1.

NOTE: A second helping does not count as a meal; unless all menu components are provided, ensuring that 1/3 of the DRI requirement is met.

Meal and Service Standards

Meal Planning

The menu must be analyzed using a State Unit on Aging - approved computerized nutrition analysis program. All menus must be reviewed, approved and certified by a qualified nutritionist employed by the AAA or Nutrition Service Provider. The Nutritionist's Quarterly Activities and Menu Certification Report must be prepared by the nutritionist and supplied to the AAA.

Cyclical menu planning is recommended. Menus with documentation as to nutrient content, based on the required use of standardized recipes, must be kept on file by the service provider for a minimum of seven years.

Home Delivered Nutrition
Home Delivered routes must be monitored at least semi–annually for the palatability and temperature of the foods on arrival at the participant's destination. Documentation must be kept on file for seven years (See record retention). Written procedures for all aspects of the home delivered program must be developed and available for State review. These procedures will document resource acquisition and use as well as establishing how tasks are to be completed.

The Food Service System: Congregate and Home Delivered Nutrition Services

The food service system can be one, or a combination of, contract vendor, central kitchen, or on-site kitchen.

General Requirements:

- Food procurement from approved sources
- Foods must be purchased from licensed vendors
- Donated food supplies must meet all applicable regulations as stated in NJAC 8:24-1 and where appropriate, the "Food Bank Good Samaritan Act of 1996".
- The amount of time between food preparation and serving must meet the guidelines established in NJAC 8:24-1.
- Adequate dry, frozen, refrigerated storage areas
- Approved sanitation practices in accordance with NJAC 8:24-1 including handwashing, general procedures for cleaning and sanitizing, and procedures for cleaning vomit and diarrhea. Sample procedures in appendix.
- Foods maintained at safe temperatures during preparation, holding and distribution; Meal delivery routes should be planned and reviewed regularly with the delivery personnel to assure the expeditious use of manpower, vehicles and time. No delivery run should exceed two hours. The use of special heated/refrigerated vehicles and equipment may extend the delivery time as long as food quality and temperatures are maintained.

Contract Vendor (Catered)
There must be a written contract between the service provider/program and vendor, or MOU between the service provider/program and County Kitchen/Nursing Home which establishes conditions, methods, responsibilities and food standards for the term of the agreement. This contract should, at a minimum, include the following:

- Bidding procedures (if applicable)
- Penalties for inadequate service
- Records/facilities inspection rights
- Specifications for food, meal types (puree, kosher, vegetarian, shelf stable and special events) and disposable items
- General provisions for meal preparation and distribution
- Adequate preparation and transport equipment
- Staff background information (of the staff who will be assigned to the County's Nutrition Program for Older Adults)
- Facility description
- Equipment list to be used in the contract

- References for contractor
- Quality assurance mechanisms
- Claims against contractor within the last seven years
- Maintenance
- Extermination
- Licensing
- Safe and sanitary handling of food in compliance with NJAC 8:24-1
- Handling of emergencies (i.e. power failures, caterer equipment breakdown, etc.)

Central Kitchen and/or On-Site Preparation
Written Procedures - To assure adequate staffing, purchasing, meal preparation and distribution, at a minimum, the following should be included:

- Staffing
- Purchasing
- Receiving
- Storage/Inventory
- Food Preparation
- Distribution, Packaging, Transporting and Delivery
- Maintenance
- Cost Control
- Safe and sanitary handling of food in compliance with NJAC 8:24-1
- Quality assurance mechanisms
- Equipment – The type and scope of the meal program will dictate the appropriate equipment for the operation. Many resources are available on interrelating kinds and sizes of equipment.

Program & Site Requirements

Congregate Nutrition Site Requirements

In order to meet the goals of the Older Americans Act for Congregate Nutrition Services, Nutrition Sites shall:

- Be located where older adults feel welcome, comfortable and within their community
- Provide adequate space, lighting, ventilation and use appropriate equipment and furnishings for older adults
- Be open to eligible seniors
- Have designated staff that are trained in emergency procedures
- Meet state, local fire and sanitation codes
- Serve meals that meet the requirements of the program
- Assure menus are available to all participants
- Provide activities designed to meet the interests and needs of older adults including:
    - Promoting health related practices-i.e. health education and screenings
    - Nutrition Education and Counseling

- Provide an opportunity to all eligible participants to make a voluntary donation towards the service
- Americans with Disabilities Act of 1990 compliant

Emergencies

In order to protect the health and well-being of participants, volunteers, and staff the establishment of emergency preparedness and training for emergency situations is essential. Staff and volunteers must be trained in emergency procedures. Review and update emergency procedures with staff and/or volunteers at least annually and maintain appropriate documentation. ***New or renovated sites must be approved by the Division prior to opening based on compliance with the following emergency procedures.*** All nutrition programs shall have written policies and procedures for handling emergencies including, but not limited to equipment related, environmental, and/or medical.

Congregate Nutrition Emergency Procedures
The nutrition service provider is responsible for developing written procedures and designating a specific individual for initiating and implementing procedures for at a minimum the following situations:

- Fire at site
- Medical emergency (participant, staff, volunteer, etc.)
- Emergency meal provision for disaster or system failure (Contact Emergency Management to coordinate planning)
- Weather related closures or delays
- Transportation breakdown
- Food service emergencies (i.e. late food deliveries, inadequate quantities, food arriving out of temperature, poor food quality, personnel shortage)
- Food borne illness
- Participant emergencies (medical, behavioral etc.)

Home Delivered Nutrition Emergency Procedures
The home delivered nutrition service provider is responsible for developing written procedures and designating a specific individual for initiating and implementing procedures for at a minimum the following situations:

- Fire at meal distribution site
- Medical emergency (participant, staff, volunteer, etc.)
- Emergency meal provisions for disaster or system failure (Contact Emergency Management to coordinate planning)
- Weather related closures or delays
- Meal delivery vehicle or other transportation breakdown
- Food service emergencies (i.e., late food deliveries, inadequate quantities, food arriving out of temperature, poor food quality, personnel shortage)
- Food borne illness
- Driver/volunteer emergency
- Participant emergencies (medical, behavioral etc.)

Insurance

All AAAs should assure that the congregate and home delivered nutrition service providers have liability, comprehensive, product and accident insurance coverage.
AAAs should annually review the following insurance checklist (as appropriate) with nutrition service providers:

- Product liability
- General liability
- Fidelity bonding
- Performance bonding
- Accidental auto insurance for program owned vehicles
- Fire, theft, comprehensive – buildings and program/county owned vehicles

Inspections and Technical Assistance of Consumer and Environmental Health Services (CEHS)

All food service establishments must comply with all applicable licensing laws and ordinances relating to food service operations (NJAC 8:24-1). AAAs receive additional inspection services for congregate and home delivered nutrition services through an intra-agency agreement between the NJ Department of Human Services (DHS), Division of Aging Services and the NJ Department of Health (DOH), Division of Epidemiology, Environmental and Occupational Health.

Evaluation/Inspections

State (CEHS) and/or local health department personnel will conduct routine unannounced operational inspections as often as deemed necessary and conduct follow-up inspections and/or initiate legal action when conditions warrant.

An evaluation of the overall operation will be issued at the conclusion of the inspection. A copy of the inspection report must be signed by a program representative and left by the Health department representative. A certificate will be signed and left with the operator. This certificate must be posted in a conspicuous place near the public entrance.

The original inspection report must be kept on file at the facility for a minimum of seven years.

New or Renovated Facilities

Plan Review and Approval

NJAC 8:24-1 requires all retail food establishments or facilities which are to be extensively renovated to submit plans and specifications for the design, layout and equipping of the food service to the local health department as well as obtain all necessary permits from the appropriate construction officials.

Pre-Operation Inspections for New, Closed and/or Relocated Facilities

Pre-operational inspections should be requested of state health officials when a program plans to move into an existing food establishment without making renovations. The State Nutrition Consultant at DoAS is the contact person for requesting state inspections. CEHS will be notified to conduct the inspections. Evaluation of the facility will focus on availability of equipment, equipment for washing and sanitizing, equipment to maintain food temperatures, hand washing facilities, and other sanitation controls (f*orm in appendix).*

Contract Vendor Inspection

All contract vendors (i.e. wholesale caterers, commissaries, restaurants and other food production facilities) providing meals to nutrition programs must possess a food/cosmetic (FC) license issued by the NJ DOH. Any request for vendor's history should be requested from NJ DoAS.

Meals provided by licensed health care facilities such as hospitals or long-term care facilities are not under the FC licensure. These food production facilities will be inspected prior to awarding contracts upon written request from the nutrition service provider to the State Unit on Aging.

Complaints regarding sanitary conditions or transportation methods including improper/inadequate food temperatures should be reported to NJ DoAS and will be investigated by the CEHS.

Food Borne Illness

Food Borne Illness incidents are reported incidents involving two or more people who experience the same illness after eating the same food on the same day.

Reporting: Nutrition programs, which suspect that a food borne illness may have resulted from food served at the facility or to home delivered meal clients, must report the incident to State and local Health Departments as well as the State Unit on Aging. See NJAC 8:24-1.
Necessary information included in the report:

- Menu served
- Suspected food
- Number of people involved
- Names and addresses of people
- Symptoms
- Time and meal service
- Medical treatment
- Other pertinent information (i.e. temperature records from the caterer and in-house temperature records)

Investigation: The State and local Health Departments will coordinate the investigation and report their findings to DoAS, AAA, the service provider and the vendor (if appropriate).

Monitoring

It will be the responsibility of the AAA to monitor nutrition providers and nutrition programs (including directly provided). The purpose of the monitoring is to ensure compliance with the Nutrition Standards, evaluate provision of service, and arrange for/ provide technical assistance as needed. A copy of the monitoring report shall be furnished to the Nutrition Program. Records of monitoring visits conducted by the AAA will be made available to NJ DoAS representatives who review and monitor nutrition services.

Nutrition providers funded under the Area Plan Contract are required to be monitored a minimum of twice per contract year - one visit to specifically address the Congregate Nutrition Program and the other to focus on the performance of the Home Delivered Nutrition Program.

NJ DoAS will be responsible for monitoring nutrition services of all 21 AAAs focusing on the overall performance of the Nutrition Program. A report summarizing findings will be furnished to the AAA.

Target Groups

Every effort should be made to increase the participation in congregate and home delivered nutrition programs of those individuals who fall within the DoAS targeting policy (PM 90-10, III-6) such as low income, isolated, frail, minority older adults and those with limited English proficiency. Limited resources necessitate giving primary consideration to those non-institutionalized individuals with the greatest need. The implementation of meeting target groups should include:

- The nutrition provider, in cooperation with the AAA, should analyze service utilization data to determine current participation of target groups.
- Nutrition providers shall identify target groups and address the needs of the most vulnerable and frail elderly participants in the service area.
- Nutrition providers with the AAA shall identify agencies to work with to help locate frail and under-served older adults.
- Nutrition providers shall partner with agencies to serve the most vulnerable and frail participants and individuals in other target groups.
- Nutrition providers shall define and develop appropriate programs tailored to the needs of target groups. Efforts should include:
    - Placing more services in neighborhoods with high concentrations of low income, minority, that are in greater social/ economic need with limited English proficiency.
    - Programs shall be culturally relevant, provided in the language spoken by the majority of clients attending the program.
    - When possible, ethnic menus shall be designed to meet the needs of the various cultures of the program participants.
    - Develop creative outreach activities to locate members of the target populations.

Coordinated Program and Activities

Because of its importance in maintaining or improving the health status of older adults, nutrition screening and education are priorities (See required activities of the nutritionist). Other activities that stimulate the mind, body and spirit to help contribute to overall wellness are encouraged.

Nutrition providers, in cooperation with AAAs, will participate in partnerships both public and private to enhance coordination of services for older adults and cover any costs.

The nutrition provider, in cooperation with the AAA and other entities, will develop and provide a variety of recreational, informational and/or health related programs and activities. A monthly calendar outlining the activities scheduled at each location shall be made available. These programs /activities can be provided by volunteers or partners. These activities cannot be provided using the Title III-C-1 or C-2 allocation for congregate nutrition. Annual participant satisfaction surveys are required.

Information and Assistance (I&A) and Outreach are essential services that should be made available through nutrition programs in conjunction with the AAA.

Nutrition Education

Programs for Congregate Nutrition Education: An educational program shall be provided quarterly by a nutritionist (can be an outside nutritionist). Written information should be provided along with nutrition education programs and the nutritionist shall be available to answer questions. Documentation of nutrition education by topic, date, and attendance must be maintained (See records). Individual nutrition counseling must be available and is the responsibility of the nutritionist.

Programs for Home Delivered Nutrition Education: Nutrition and consumer education materials shall be sent out quarterly to all participants. The nutritionist shall approve all materials provided.

Transportation Services/Access

The AAA shall develop written agreements to provide transportation for older adults participating in nutrition programs. Because nutrition is a life sustaining service, priority access to nutrition services should be given to those that fall within the DoAS targeting policy (PM 90-10, III-6).

Reporting

Monthly Meal Counts and Annual Meal Certification

Monthly Meal Counts are due to DoAS by the 15th of each month (May use the Agency Summary Report in SAMS or an excel spreadsheet) and Annual Meal Certification is due to DoAS by December 15th.

Monthly Meal Counts: AAAs are required to monitor their meal counts at least monthly, and submit those counts to DoAS. Additional information is needed i.e., a brief narrative explaining factors that may have affected the counts for the month, for example, marketing campaigns, special events that increased the numbers or site closures that decreased the numbers. A Monthly Meal Count Excel spread sheet or a SAMS Agency Summary Report containing monthly meal counts must be submitted to DoAS on the 15th of each month. If the AAA chooses to use the SAMS Agency Summary Report; it must be printed, reviewed, signed, dated then scanned and e-mailed to the AAA Administration Nutritionist.

Annual Meal Certification: As part of the annual NAPIS reporting, each State Unit on Aging is required by the Administration on Aging to certify numbers of Nutrition Services Incentive Program (NSIP) meals reported for the Federal Fiscal Year. It is critically important to submit accurate reports to DoAS because New Jersey's NSIP grant award is based on the total home delivered and congregate meal counts reported in the NAPIS State Program Report for the previous year.

DoAS will email an Excel spreadsheet to each AAA that summarizes the previous FFY (1/1 through 9/30) meals reported for each quarter. The fourth quarter of prior year (10/1 through 12/31) will have already been certified.

Any changes in meal reporting from year to year will impact New Jersey's next NSIP grant award. Therefore, it is vitally important that each AAA carefully reviews these numbers and certifies the totals. The spreadsheet also provides a comparison of the meals to be certified with the previous year's NSIP meals report. The AAA is required to provide a detailed explanation of any variance of 10% or more, as DoAS must report this to the Administration on Aging.

Quarterly Nutrition Program Reports

The Quarterly Nutrition Program Reports are due to DoAS January 15th, April 15th, July 15th, October 15th of each year (forms can be found in the appendix). These reports include the following:

- Nutritionist's Certification that Menus comply with the 1/3 of the DRI and the most current DGA
- Copies of the QPRB for Nutrition Education and Nutrition Counseling
- Quarterly wait lists for Congregate Nutrition, Home Delivered Nutrition and State Weekend Home Delivered Nutrition

Annual Nutrition Screening

The Annual Nutrition Screening Report for your congregate and home delivered program is due to DoAS with the January 15th Quarterly Report (forms can be found in the appendix). This report shall include Annual Number of High Moderate and Low Nutritional Risk for:

- Congregate Participants
- Home Delivered Participants
- State Weekend Home Delivered Participants

Please note: if any reporting due date is on a weekend or holiday; the report will be due the next business day.

APPENDIX

Table1. Dietary Reference Intakes for Older Americans

Nutrients[1]	**Male 51-70+ (females)**	**1/3 DRI-males (females)**	**Compliance Range (weekly averages)**
Macronutrients			
Calories[2]	2100/day (1900/day)	700 (634)	650- 950
Carbohydrates[3] 50% of Kcals	263g/day (238g/day)	88gl (80g)	50% of Calories
Protein 20% of Kcals	105g/day (95g/day)	35g (32g)	20% of Calories
Fat 30% of Kcals	70g/day (64g/day)	24g (22g)	30% or less of Calories
Fiber	28g/day (22g/day)	9g (7g)	7g or higher
Minerals And Vitamins			
Calcium*	1200mg/day	400 mg	400 mg or higher may require personal supplementation- please consult your health practitioner
Magnesium	420 mg/day (320mg/day)	140 mg (107 mg)	110mg or higher
Potassium*	4.7g/day	1.6g/day	1200 mg or higher
Sodium*	2.3g/day	767 mg	2300mg or less (most days of the week) (Limit processed smoked or cured meats to no more than twice per month (smoked ham, sausage, cold cuts, hot dogs, etc.)
Zinc	11mg/day (7mg/day)	3.7 mg/meal (2.4 mg)	2.4-3.7 mg
Vitamin A	900 ug/day (700ug/day)	300 ug (233 ug)	250 ug or higher
Vitamin C	90mg/day (75mg/day)	30 mg (25 mg)	25mg or higher
Vitamin D[4]	*10 ug/day 15 ug/day*	*3.33 ug 5 ug*	*3.33ug-5ug/meal* may require personal supplementation- please consult your health practitioner
B6	1.7 mg (1.5mg/day)	0.57 mg (0.5 mg)	0.5 mg- 0.57 mg/ meal
Folate	400 ug/day	134 ug	
B12	2.4 ug/day	0.8ug	may require personal supplementation- please consult your health practitioner

[1] Recommended Dietary Allowances(RDAs) are in **bold type** and Adequate Intakes (AIs) are in ordinary type followed by an (*)
[2] Values for estimated energy requirement (EER) used 75 years, height of 5'7'', "low activity" physical activity level and calculated the median BMI, subtracted 10kcal/day (men) and 7kcal/day (female) for each year over 30.
[3] Acceptable Macronutrient Distribution Ranges (AMDRs) for intakes of carbohydrates, proteins and fats expressed as % of total calories.
The values for this table were excerpted from the Institute of Medicine, Dietary Reference Intakes: Applications in Dietary Assessment, 2000 and Dietary Reference Intakes for Energy, Carbohydrates, Fiber, Fat, Protein and Amino Acids (Macronutrients) 2002.
[4] Recent findings indicate People age 71 and older may require as much as 800 IUs(20ug) per day because of potential changes in people's bodies as they age.(Institute of Medicine 11/30/10)

The 2015 *Dietary Guidelines* recommend shifts in food consumption patterns, encouraging people to eat more of some foods and nutrients and less of others. The *Dietary Guidelines* encourage Americans to eat more: whole grains, vegetables, fruits, low-fat or fat-free milk, yogurt and cheese or fortified soy beverages, vegetable oils such as canola, corn, olive, peanut and soybean, seafood. And the 2015 *Dietary Guidelines* recommend eating less: added sugars, solid fats, including trans fats, refined grains, and sodium.

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New Jersey Guide for Meal Planning

(Minimum requirement Version) Model to meet 1/3 of the RDI and US Dietary Guidelines for Americans
Based on a combination of the USDA Food Guide and DASH Eating Plan
Calorie range: 650-950 per meal

Food Group	Minimum Number of Servings			Serving Information
	1 meal	2 meals	3 meals	
Vegetables	1-2 serv.	2-3 serv.	4-6 serving	**Serving Sizes** • 1 cup raw leafy vegetables (1c/wk.) • ½ cup cooked vegetables • 6 oz. vegetable juice **Starchy Vegetables** (4-5 serv. /wk.) • 1 small potato, or ½ large potato or ½ cup mashed potatoes • ½ cup sweet potato or yams • ½ cup corn, winter squash, sweets peas or lima beans **Special Instructions**: 1. Provide high Vitamin A vegetable (dark-green, red and orange) at least three (3) times per week. 2. Limit starchy vegetables to one serving per meal 3. Limit the use of canned vegetables containing salt/sodium.
Fruit	1-1.5 serv.	2-2.5 serv.	3-4	**Serving Sizes** • 1 medium fruit • ¼ cup dried fruit • ½ cup fresh, frozen, or canned fruit • 6 oz. fruit juice • 1/8 melon **Special Instructions**: • Vitamin C source daily • Calcium fortified OJ may be used as calcium source
Lean Protein Sources	3 oz. or equivalents	4 -6 oz. or equivalents	6 -8 oz. or equivalents	**Serving Sizes** • 1oz cooked lean meat, poultry, or fish • 1/3 cup or 1 ½ ounces nuts • 2 Tbsp. or ½ ounce seeds • ½ cup cooked dry beans or peas (2-4 serv. /wk.) • 1 egg • 1 oz. low- fat cheese • ½ cup low-fat cottage cheese • ¼ cup tofu (bean curd) **Special Instructions** 1. Limit processed smoked or cured meats to no more than twice/month (smoked ham, sausage, cold cuts etc.) 2. Meats should be baked, broiled, grilled or roasted 3. Fish (a good source of omega-3 fatty acids) should be included regularly as feasible 4. Use reduced sodium cheese as is feasible
Skim or Low-Fat Milk and Dairy	1 serv.	2 serv.	3 serv.	**Serving Sizes** • 8 oz. milk (fortified with Vit. D) or 8oz soy milk (fortified with Calcium and Vit. D) • 1 cup yogurt • 1 ½ ounces cheese **Special Instructions** 1. Use fat free (skim) or low-fat milk (1%) and reduced fat cheeses 2. Products fortified with Vitamin D

				3. Cheese (low fat / reduced sodium) cannot be used as both a protein source and milk alternative at the same meal
Grains	2 serv.	4 serv.	6 serv.	**Serving Sizes** • 1 slice bread (1oz) • ½ English muffin, bun, small bagel, or pita • 1-6-inch tortilla • 4-6 crackers • ¾ cup dry or ready to eat cereal • ½ cup cooked pasta, rice, noodles, bulgur, barley or cereal • 1 ¼'' square of cornbread • 1-2'' diameter biscuit or muffin **Special Instructions** 1. Whole grain products are encouraged. Brown rice may be used as an inexpensive whole grain product 2. Limit use of high fat and sodium containing quick breads
Oils and Fats	1 serv.	2 serv.	3 serv.	**Serving Sizes** • 1 tsp soft margarine • 1 Tbsp. low fat mayonnaise • 2 Tbsp. light salad dressing • 1 tsp vegetable oil **Special Instructions** Use a variety of liquid oils including olive, corn, sunflower, canola, peanut safflower, and soybean
Desserts	optional	optional	optional	**Special Instructions** 1. Nutrient rich desserts containing fruit, whole grains, low-fat milk product (apple crisp with oatmeal topping, low fat pudding, gelatin with fruit, low-fat ice cream or frozen yogurt should be used most frequently. 2. Cakes, pies and cookies (high in fat and sugar) should be used less frequently.
Beverages	optional	optional	optional	**Special Instructions** Water and unsweetened beverages should be provided with meals to promote hydration and aid with digestion

Reference: U. S. Department of Health and Human Services. *Facts about the DASH Eating Pattern*; Healthy U.S. - Style Eating Pattern

New Jersey Department of Health and Senior Services
Division of Aging & Community Services

Nutrition Program Quarterly Report

County**: _____**

Program Director: _____

Nutritionist: _____

Quarter 1 2 3 4 Dates: _____

1. <u>NUTRITIONIST MENU CERTIFICATION</u>

I certify that the Title III C meals and menus provided in_____County contain at least one-third of the current DRI as established by the National Academy of Sciences; Institute of Medicine and Food and Nutrition Board. Menus and analysis are available for state review, and are kept on file for a minimum of seven years. **Nutritionist Signature*:* _____**

2. SERVICE : NUTRITION EDUCATION – QPRB for Service Code 438

3. SERVICE: NUTRITION COUNSELING- QPRB for Service Code 439

4. Quarterly Wait List Information

a) **Check if your programs have waiting lists at this time:** ☐

b) Number of Clients on Congregate Waiting List as of last quarter:

c) Number of Clients on Home Delivered Waiting List as of last quarter:

d) Number of Clients on Waiting List for Weekend HDM's as of last quarter

e) Background Information on the status of Waiting List: Please Explain

5. Additional Information you would like to share (Nutrition education topics or staff training you would like to share send **electronically**, Accomplishments since the last quarter) Attach **Support Documentation**

Signature: Executive Director, AAA _____Date_____

Fourth Quarter Only *Annual Nutrition Risk Report*

New Jersey Department of Human Services

Division of Aging Services

NUTRITION SCREENING ANNUAL REPORT SUMMARY FOR CONGREGATE NUTRITION

COUNTY: _____
PROGRAM: _____
DATE: _____

HIGH NUTRITIONAL RISK** **Identify Clients with Nutrition Screening Survey Score of 6 or Higher**	
NUTRITIONAL RISK SCORE	**NUMBER OF UNDUPLICATED CLIENTS**
0-2 **Good Score**	
3-5 **Moderate Nutritional Risk**	
6 or More **High Nutritional Risk ****	

Number of Surveys Administered Per Quarter

Q-1_____ Q-2 _____ Q-3_____ Q-4_____ TOTAL_____

County/AAA: (Check Here to Indicate this is a County Total) _____
Please Note if you are using SAMS assessment you will only have High risk

New Jersey Department of Human Services

Division of Aging Services

NUTRITION SCREENING ANNUAL REPORT SUMMARY FOR HOME DELIVERED NUTRITION

COUNTY: _____
PROGRAM: _____
DATE: _____

HIGH NUTRITIONAL RISK** **Identify Clients with Nutrition Screening Survey Score of 6 or Higher**	
NUTRITIONAL RISK SCORE	**NUMBER OF UNDUPLICATED CLIENTS**
0-2 **Good Score**	
3-5 **Moderate Nutritional Risk**	
6 or More **High Nutritional Risk ****	

Number of Surveys Administered Per Quarter

Q-1_____ Q-2 _____ Q-3_____ Q-4_____ TOTAL_____

County/AAA: (Check Here to Indicate this is a County Total) _____

Please Note if you are using SAMS assessment you will only have High risk

Facility Use Agreements

The AAA must assure that all nutrition sites, meal preparation facilities, and dining areas have current written agreements with the organization providing facilities to establish: 1) maintenance responsibilities; 2) budgeting requirements; 3) scheduling priorities; 4) equipment, furnishings and areas available for program use. Current written agreements should include:

A. Requirements and Responsibilities

1. Length and terms of the contract
   a. Rental fees should be negotiated where appropriate.
   b. Days of operation, operating hours, and advanced notification required by each party for exceptions to normal days of operation.
   c. Minimum space required (For dining allow approximately 15 – 20 sq. ft. per participant.)
   d. Average number of meals to be served daily.

2. Actual facilities to be used
   Specific rooms should be listed; (i.e. hall, restrooms, kitchen (with hot and cold running water, use of stove, and/or other cooking equipment, steam table, refrigerator/freezer and adequate counter or table space), cloakroom or hanging space for wraps, parking use, office space where applicable, additional room for meetings, secured storage space for foods, separate storage for cleaning supplies, minimum (68) and maximum (78) temperatures and where applicable, the use of air conditioning or other ventilating equipment. There shall be adequate space and equipment to maintain files and records.

3. Responsibility for recurring expenses including:
   Utilities, phone, snow removal, garbage removal, pest control, equipment repair etc.

4. Care and maintenance of the physical facility
   Include sanitation of restrooms and common areas, cleaning range hoods, fans, furnace vents, daily light maintenance, expected heavy maintenance, i.e. window and wall washing, grease trap cleaning, painting, floor scrubbing, waxing and other cleaning.

5. Responsibility for installation and ownership of special equipment

   Include items such as phone, food warming/steam table, refrigerator, freezer, range, three compartment sink, signs or bulletin boards.

6. Insurance coverage for items owned by the program and personal liability insurance.

7. Specific job descriptions for facility staff not directly employed by the nutrition program.

Facility Use Agreements (cont.)

8. Conditions of termination of the agreement.

9. Responsibilities for compliance with all Federal, State and local laws and codes, including NJAC 8:24-1, fire code, and building code (Certificate of Occupancy where appropriate).

B. Furnishings and Food Service Equipment

1. All furnishing, including tables and chairs, must be sturdy and appropriate for older persons. (Comfortable lounge chairs, television sets, game tables, etc. may be included.) Specify ownership, exclusive use of, maintenance and cleaning responsibilities of all furnishings and equipment.

2. Outline responsibility for minimum compliance, (i.e. installation of a three compartment sink, range, exhaust systems, refrigerator, freezer, plumbing and other maintenance items) with State Health Department requirements.

3. Insure accessibility to dry storage for disposable paper products, utensils, pots and pans, coffee urns, etc. supplied by the program.

4. Additional equipment may be needed depending on the type and extent of the menu being provided, i.e. special diets, kosher service and home delivered meals, or on-site meal preparation. All such equipment and facilities must be in compliance with NJAC 8:24-1.

Nutrition Program: Notification of Facility Change

Date Submitted to DHSS_____

County:_____	Program # _____	Program Name:_____	Date of Change: _____
Type of Facility (✓ all that apply)	Senior Center ____	Multipurpose Center ____	Focal Point ____
Type of Change (✓ all that apply)	Relocation____	New Establishment____	Closing/Consolidation___

	Present Location	Projected Location
1. Name, Address, Phone Number Director/Site Manager Name		
2. Number of older adults served and to be served	Congregate Home Delivered	Congregate Home Delivered
3. Percent of low-income Served and to be Served	Congregate Home Delivered	Congregate Home Delivered
4. Percent of minority served and to be served	Congregate Home Delivered	Congregate Home Delivered

Nutrition Program: Notification of Facility Change

4. Is site located within walking distance of majority of the older population? Is change of facility within same geographic area?	
5. Is Transportation a. Available b. Necessary Identify Provider	
6. What food preparation and/or food service facilities are needed and available if needed?	
7. List renovations made to or to be made to make site operable. Identify source of funds and list individual costs.	
8. List equipment purchased or to be purchased to make site operable. Identify source of funds and list individual costs.	
9. Does the site have: a. A current satisfactory sanitation inspection placard b. certificate of occupancy	
10. List all other costs incurred or anticipated to incur.	

Sample

NUTRITION CODE OF CONDUCT

The nutrition program serves the residents who are age sixty and older. The mission of the nutrition program is to promote the physical, emotional, and economic well-being of older adults and to promote their participation in all aspects of community life.

A nutrition site is a community focal point where older adults come together for services and activities that reflect their experience and skills, respond to their diverse needs and interests, enhance their dignity, support their independence, and encourage their involvement in and with the center and the community. Nutrition sites offer services and activities within the center and link participants with resources offered by other agencies. Nutrition site programs consist of a variety of individual and group services and activities. They also serve as a resource for the entire community for information on aging, support for family caregivers, training professional and lay leaders and students, and for development of innovative approaches to addressing aging issues.

Responsibilities of Nutrition Program Participants

All nutrition program participants, center staff and visitors at the center, shall respect the rights, diversity, and dignity of others. To assure that all participants have pleasant and meaningful experiences in the site, all shall:

- Show courtesy and consideration for the other participants;
- Use voice and behavior that will not disturb other center participants;
- Use language that other participants will not find abusive, threatening, obscene, or offensive;
- Maintain personal hygiene that is not offensive or unhealthy;
- Use the center equipment in a safe and appropriate manner;
- Treat center materials, equipment, furniture, grounds, and facility with respect;
- Keep the center building and grounds neat, clean, and litter free;
- Obey nonsmoking laws in public buildings;
- Obey all federal, state, county, and city laws and ordinances;
- Function independently, or have a caregiver present to assist with personal needs;
- Be able to walk safely and independently in the senior center or use assistive devices independently.

Rights of Nutrition Program Participants

All participants in senior centers/nutrition sites have the right to:

- Expect other participants to follow the Nutrition Program Code of Conduct;
- Expect other participants to obey all federal, state, county, and city laws and ordinances;
- Receive information about the center services and activities in a language and/or format they understand;
- Be treated with respect and dignity by staff and other participants;
- Expect that personal information disclosed to center staff will be kept confidential;
- Expect protection by the center staff from unsolicited or unapproved commercial and/or business enterprises and researchers while in the center;
- Established and accessible procedures for complaints and appeals of grievances.

Sample
Emergencies for Home Delivered and Congregate Nutrition Participants

An emergency is defined as a participant who:

- Is bleeding severely
- Is not breathing or is having trouble breathing
- Is complaining of chest pain, pressure or dizziness
- Is having a seizure or suddenly has slurred speech
- Appears to have been seriously burned
- Is choking
- Has fallen (or has possible broken bones or injuries to the head, neck or back)
- Is unconscious
- Complains of pressure or pain in the abdomen that does not go away
- Complains of passing blood
- Exhibits aggressive or unusual behavior (i.e., anxiety, agitation, lethargy, etc.)

Home Delivered Emergencies

During the delivery of weekday or weekend meals, if a HDM Participant is found to be in an emergency situation, * the driver or volunteer shall:

1. Contact 911 from the participant's home.
2. Stay with the client until the police or EMS arrives.
3. Contact the main office to inform them of the emergency as soon as possible.
4. Complete an incident report within 2 business days.

The assigned staff, in the main office, shall attempt to contact the Emergency Contact Person to inform him/her of the situation and shall continue to do so until the human contact is made.

Congregate Nutrition

If a participant has an emergency at a site, the Site Manager or other available staff person will:

- Call 911
- Notify the Emergency Contact Person
- Complete an Incident Report within two (2) business days
- File a copy of the incident report in the participant's record
- Forward a copy of the Incident Report to the Nutrition Office. The Nutrition Office will keep the report on file.

Name of Establishment:	Date:
Address:	Name of Contact Person:

Sample Vomit and Diarrhea Cleaning Procedure

Why do we need this procedure?

Due to compromised immune systems, seniors are at risk of becoming extremely ill as a result of food borne illness. These procedures for cleanup of vomiting and diarrhea in a food establishment are necessary to control the spread of norovirus. People with norovirus are extremely contagious. So, if someone is sick enough to vomit or has diarrhea in an establishment it is imperative that it is cleaned quickly and correctly.

Please ensure that you have all of the supplies needed to implement this procedure.

Vomit/Diarrhea Clean-Up Kit

- ✓ Personal Protective Equipment
  - Eye protection
  - Disposable gloves (vinyl, latex or rubber)
  - Disposable mask
  - Disposable plastic apron
  - Disposable shoe covers
  - Hair cover
- ✓ Biohazard clean-up kit to include:
  - Liquid spill absorbent material
  - Disposable shovel or scrapper
  - Disposable bags and bag ties
  - Disinfectant rated for Noroviruses
- ✓ Paper towels
- ✓ Several plastic trash bags and bag ties
- ✓ Disinfectant and applicators (effective against viruses, including norovirus)
- ✓ Sanitizing solution
- ✓ Buckets for cleaning solutions
- ✓ Mop buckets (note: mops are not recommended for clean-up, unless mop head is immediately discarded after use)
- ✓ Spray bottles and/or portable hand pump spray applicator
- ✓ Caution! - Wet Floor' signs, safety cones or caution tape

Sanitizing Solution Requirements:

For environmental disinfection, diluted chlorine bleach solution (made from 5.25% sodium hypochlorite bleach) is to be applied to environmental surfaces at prescribed concentration levels.

Type of Environmental Surface	Concentration of 5.25% Sodium Hypochlorite (PPM)	Mixture	Contact Time
Clean, hard, non-porous surfaces	1000 PPM	1/3 cup of bleach per gallon of water	5 minutes
Soiled, hard non-porous surfaces	5000 PPM	1 and 2/3 cup of bleach per gallon of water	5 minutes
Soiled, porous surfaces	5000 PPM	1 and 2/3 cup of bleach per gallon of water	5 minutes

Clean Up Procedures:

1. Specially trained staff should be assigned clean up and disinfection tasks.
2. Define the area of contamination and the area to be disinfected.
3. Close or block off the affected area(s) or department(s) using the 'Caution - Wet Floor' signs, caution tape or safety cones until the clean-up procedure is completed. Control foot traffic of employees and/or customers until clean up procedures and disinfection has been completed.
4. Put on your personal protective equipment (PPE).
5. To minimize potential aerosol spread, the soiled areas should be covered immediately with a disposable cloth or paper towels.
6. Use absorbent, paper towels, etc. to soak up excessive soil caused by vomitus and/or feces. Carefully transfer these and any solid matter into a plastic bag by folding it on itself and placing the waste materials into the plastic bag. Double bagging is recommended. Apply disinfectant solution over absorbent materials and seal bag(s).
7. Apply a chlorine bleach solution or other EPA registered (against norovirus) disinfectant to all surfaces within defined contamination areas (equipment, floors, walls, etc.). Avoid application of disinfectant solution via excessive force or focused stream (i.e., power washer or hose with sprayer handle) to prevent aerosolizing any virus particles.
   NOTE: Work from the perimeters of the room or affected area towards either the center of contamination site or a floor drain.
8. For floor surfaces, generously apply the disinfectant with a disposable towel or mop head, keeping surfaces wet per the manufacturer's label then allowing surfaces to air dry.
9. Disassemble all exposed food preparation equipment within potential contamination area and apply disinfectant solution per manufacturer's label. Allow the surfaces to remain wet per contact time recommended on chemical manufacturer's label instructions.
10. Consider repeating steps 7 through 9 above as a precautionary measure to further ensure the norovirus agent is fully inactivated.
11. It is recommended that open and exposed food items and single service items be discarded. Some alternatives to discarding intact and sealed food containers or packaging supplies might include implementing a documented product disinfection process that is approved by your local regulatory official. For those items discarded, place food and containers into a trash bag, seal, and then place into outside dumpster/compactor.
12. For food contact surfaces, which were disinfected, rinse the surface and resume routine cleaning and sanitizing procedures.
13. For non-food contact surfaces, resume routine cleaning and sanitizing procedures.
14. Bag, seal and discard all disposable cleaning equipment (i.e., mop heads, gloves, aprons), exposed to the initial contamination or used during clean up.
15. Disinfect any tools or other non-disposable items used in the clean-up (i.e., mop buckets, handles).
16. Immediately after clean-up procedures are completed, thoroughly wash face and hands (giving extra attention between fingers and under fingernails) using defined procedures and soap.
17. Reopen the affected area following natural drying.
18. The Person in Charge is responsible to ensure the Vomit/Diarrhea Clean-Up Kit is refilled after each use.
19. Sanitize restrooms, drinking fountains, and other common areas with high potential for hand contact. Even though vomitus or fecal material may not be visible, it is common for sick individuals to use public restrooms following an incident.
20. After incidents involving diarrhea, and particularly vomiting, all employees, but particularly those involved in the clean-up, will be monitored for signs of illness for several days. The Person-in-Charge will remind employees to report symptoms of any illness.
21. Incident Report: The Person-in-Charge must complete an incident report describing the date and time of the incident; which employees were in charge of the clean-up; an overall description of the area of the incident; how it was cleaned and sanitized; and the other areas of the establishment cleaned and sanitized. It should also state what food was discarded. This report should be kept in the establishment files in case there are any future questions about the incident.

REFERENCES:

"Clean-up and Disinfection for Norovirus ("Stomach Bug") Poster from disinfect-for- health.org.

Food Code, U.S. Public Health Service, FDA, 2013, Annex 3, Public Health Reasons/Administrative Guidelines, pages 395-397.

"Food Safety Sample SOP," NFSMI and USDA, Revised 2013.

"Guidelines for Responding to Vomiting and Diarrhea in Food Establishments," Rhode Island Department of Health, Yankee Conference Presentation by Cathy Feeney and Lydia Brown, September 22, 2016.

"Norovirus Information Guide," from SafeMark Best Practices, the Food Marketing Institute and Ecolab, July 2010.

"White Paper: Guidelines for Response to Vomiting and Diarrheal Incidents in Food Service Establishments," prepared by Paula Herald, PH.D., CP-FS, Technical Consultant, The Steritech Group, Inc., www.steritech.com.

www.chicago.gov/content/dam/city/depts

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LOUISE RUSH
DIVISION DIRECTOR

DATE: May 17, 2021 **NUMBER:** PM 2021-6, I-6

TYPE: Policy Memorandum **SUPERSEDES:** PM 2007-16, 111-10

SUBJECT: Policies and Procedures for the Financial Management of Area Plan Contract Programs and Services **DISTRIBUTION CODE: I**

EFFECTIVE: March 1, 2021

APPLICABILITY: Executive Directors, Area Agencies on Aging

BACKGROUND: The 2007 Policies and Procedures manual was developed in 2007 with input from the Area Agencies on Aging (AAAs). The purpose of this Policy Memorandum and the attached Policies and Procedure manual is to supplement the federal and State rules, regulations, policies and procedures.

The reorganization of the Division of Aging Services within the Department of Human Services has necessitated changes to the existing Policies and Procedures for the Financial Management of Area Plan Contract Programs and Services. The 2021 updated Policies and Procedure manual is attached. Revisions reflect the current federal and departmental policies.

POLICY: Attached is the 2021 revised version of the Policies and Procedures for the Financial Management of Area Plan Contract Programs and Services. It is effective March 1, 2021.

This Policy Memorandum and its attachments do not replace other federal, State, and/or departmental or local laws, policies, rules or regulations. Its purpose is to augment those already in effect.

Please ensure that this Policy Memorandum and its attachment are part of the AAA Policy and Procedure Manual.

If you have any questions, please contact Bruce Sutton at bruce.sutton@dhs.nj.gov.

Louise Rush

TZ/bs

Louise Rush
Division Director

Attachments

Office of AAA Administration and Community-Based Senior Programs

POLICIES AND PROCEDURES FOR THE FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

Revision Date: March 1, 2021

Department of Human Services
Division of Aging Services
PO Box 807
Trenton, New Jersey 08625-0807

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MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

PURPOSE

The purpose of this manual is to provide the requirements of financial management of programs funded wholly or in part with Older Americans Act (OAA) funds. These policies and procedures are to be applied consistently to all programs and funding streams contained in the Area Plan Contract (APC) unless otherwise specified. Specific fiscal policies and procedures for operating OAA programs are included. The policies and procedures are not intended to by-pass or supersede the following:

1. Older Americans Act of 1965 (42 U.S.C. §§ 3001 et seq.) as amended, specifically the Older Americans Act amendments of 2000 (Pub. L. No. 106-501) and the Older Americans Act amendments of 2006 (Pub. L. No. 109-365).

2. U.S. Department of Health and Human Services, 45 C.F.R. Part 1321-Title III Regulations, Part 1322-Grants to Indian Tribes for Support and Nutrition Services, and Part 1323-Grants for Supportive and Nutritional Services to Older Hawaiian Natives.

3. 45 C.F.R. Part 75-Uniform Administrative Requirements, Cost Principles, and Audit Requirements for HHS Awards.

4. U.S. Department of Health and Human Services, Federal Awarding Agency Regulatory Implementation of Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 79 FR 75871, December 19, 2014.

5. U.S. Executive Office of the President, Office of Management and Budget Circular A-102, "Grants and Cooperative Agreements with State and Local Governments."

PURPOSE (CONT.)

6. U.S. Executive Office of the President, Office of Management and Budget Circular A-110, "Uniform Administrative Requirements for Grants and Other Agreements with Institutions of Higher Education, Hospitals and other Non-Profit Organizations."

7. U.S. Executive Office of the President, Office of Management and Budget Circular A-87, "Cost Principles for State, Local and Indian Tribal Governments."

8. U.S. Executive Office of the President, Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Non-Profit Organizations."

9. N.J.S.A. 40A:11-1 et seq., also known as "Local Public Contracts Law."

10. AAA Administration policy memoranda.

11. Any pertinent laws, rules or regulations not specifically referred to above which, in any way, affect the operations of said programs.

12. Department of Human Services, “Contract Reimbursement Manual.”

13. Department of Human Services, “Contract Policy and Information Manual.”

14. Administrative Requirements, Supplemental Provisions and Sub-Contract Requirements.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION A - ADMINISTRATION AND STATE AID REIMBURSEMENT

Reference: OAA, Section 304-"Allotment; Federal Share"
Current AAA Administration Policy for State Aid Reimbursement
Policy Memorandum #89-10, III-8, "Indirect Costs"

Administration

Based on the OAA Section 304 (Allotment), the Area Agency on Aging (AAA) may use up to 10% of its current allocation of Title III B, C-1, C-2, D and E of OAA funds for administrative costs. No administrative costs may be charged against the State matching funds for Title III or federal Title III D funds.

Based on current State policy, the AAA may use funds from certain State-allocated programs for administrative costs. Administrative allocation is permitted for Supplemental Aging Supportive Services (SASS) (10%) and Safe Housing and Transportation Program (SHTP) (8%).

As provided in the OAA, the minimum cost sharing/matching share of AAA administration is at least 25% of the total budget for administration of the Area Plan and the federal share may be no more than 75% of the Area Plan budget for administration. For example, if a AAA budgets $100,000 for Area Plan administration, no more than $75,000 (75%) can be allocated from federal funds. At least $25,000 (25%) is to come from local sources.

State Aid Reimbursement

Subject to current State legislation and the availability of State funds, the State Unit on Aging (SUA) is authorized to reimburse each AAA for a portion of its annual non-federal administrative costs. The Department of Human Services (Department) is the single SUA under the OAA, and the Division of Aging Services (Division) is the administering agency responsible for the comprehensive planning and coordination of programs and services for older persons in New Jersey. The Division determines the maximum reimbursement based on availability of funds. Based on the current allocation, non-federal administrative costs totaling $116,000 or more would be reimbursed at a rate of $58,000.

A policy memorandum will be issued within 8 months following the end of a grant period. The Division must receive requests for non-federal administrative expense reimbursement as outlined in the policy memorandum. A certified expense report for all administrative expenses incurred by the AAA must be submitted. The Executive Director of the AAA must sign the report, and all supporting documentation of expenses must be attached. Expense categories to be included in the certified administrative expense report are as follows:

SECTION A - ADMINISTRATION AND STATE AID REIMBURSEMENT (CONT.)

Personnel, consultant and contract services, travel, building space, printing and office supplies, equipment, and other expenses as allowed under the OAA and related funding, as well as indirect costs as allowed per the Division's Policy Memorandum #89-10, III-8. Any federal portion of these expenses and/or other discounts must be deducted from the total expense in order to show a net non-federal expense. This is the share on which the reimbursement will be calculated.

The AAA must submit a copy of the audited supplemental schedule for administration from the APC as an attachment to the certified expense report. In lieu of audited supplemental schedules for the prior year's APC, the following supporting documents must be received with the certified expense report in order to be eligible to receive the State reimbursement for non-federal administrative expenses:

PERSONNEL: W-2 or other payroll verification indicating employees' wages paid for administrative work; and

OTHER EXPENSES: cancelled checks (front and back), purchase orders, vouchers, or other documentation provided by the County Treasurer verifying payment of expenses.

Information submitted for the purpose of receiving reimbursement shall not be used to satisfy audit requirements. The Division may request an audit of claimed reimbursable expenses if they are not also a part of a certified audit or supplemental financial schedules to a single agency audit. Please note that Information and Assistance costs of the AAA are not administrative costs.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION B – AUDIT REQUIREMENTS

Reference: Standard Language Document for Social Service and Training Contracts, Section 3.13
Contract Policy and Information Manual, P7.06, "Audit Requirements"
OMB Circular A-133

The Department requires timely submission of the provider agency's annual organization-wide audit. Audits must be conducted in accordance with Policy Circular P7.06.

Policy Circular P7.06 outlines the audit thresholds for all provider agencies receiving federal and State funds. Audits must be submitted in accordance with the established limits below:

1. All provider agencies that expend $750,000 or more in federal or State financial assistance within their fiscal year must have annual single audits or program-specific audits performed in accordance with Uniform Guidance Subpart F and State policy.

2. All provider agencies that expend less than $750,000 in federal or State financial assistance within their fiscal year, but expend $100,000 or more in State and/or federal financial assistance within their fiscal year, must have either a financial statement audit performed in accordance with Government Auditing Standards (Yellow Book) or a program specific audit performed in accordance with Uniform Guidance Subpart F and State policy.

3. A provider agency that receives any amount of funding from the Department, including those that expend less than $100,000 in combined federal and State awards within their fiscal year, are subject to audit by the Department or its representatives at its discretion. Any additional audits must be planned and performed in such a way that builds upon the work performed in accordance with this policy.

At any time during the contract term, the provider agency's overall operations, its compliance with specific contract provisions, and the operations of any assignees or subcontractors engaged by the provider agency under Section 5.02 Assignment and Subcontracts may be subject to audit by the Department, by any other appropriate unit or agency of State or federal government, and/or by a private firm or firms retained or approved by the Department for such purpose.

Whether or not such audits are conducted during the contract term, a final audit of contract operations, including the relevant operations of any assignees or subcontractors, may be conducted after contract termination or expiration.

The provider agency is subject to audit up to four years after termination or expiration of the contract. If any audit has been started but not completed or resolved before the end of the four-year period, the provider agency continues to be subject to such audit until it is completed and resolved.

SECTION C - BONDING/INSURANCE

Reference: **U.S. Department of Health and Human Services, Federal Awarding Agency Regulatory Implementation of Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 79 FR 75871, December 19, 2014.**
Policy Circular P8.14, "Minimum Standards for Insurance"
Policy Memorandum 2017-13, I-13, "Contribution Policy for Services Under the Area Plan Contract"

When receiving grants and sub-grants, recipients shall observe their regular requirements and practices with respect to bonding and insurance.

Fidelity bonding coverage shall be obtained in the amount as required in the APC for at least the period covered by the APC. Proof of fidelity bonding shall be provided by the AAA as an attachment to the executed APC and will be verified by the Division during the AAA assessment visit.

Anyone who handles, receives, counts or transports funds or consumer contributions shall be bonded. Bonding may be done individually for each employee or volunteer, or it may be done on a group basis throughout the county. Employees of service providers who handle contributions shall be bonded. The amount of bonding for an individual or group shall approximate the extent of responsibility for the total program funds for which the individual or group may be held accountable. The AAA shall ensure that all persons handling contributions are bonded, and shall maintain proof of such. This requirement is to be passed on to the sub-grantees who handle money as well. The Division may request the AAA to produce such proof.

The AAA may choose to utilize an individual bond, blanket bond or county bond and riders. Under the county bond, employees and volunteers of AAAs could be covered. If a county bond is utilized, the AAA is urged to check with its legal advisors concerning the county bonding status for its employees, volunteers and program subcontractors.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION D – CARRY OVER PROCEDURE

Reference: AAA Administration Policy Memorandum 2020-17, I-7, "Title III Carry Over Procedures"

The following is the universal methodology for the treatment of any un-obligated as well as any un-liquidated obligations for Title III and related State matching funds.

Each AAA is required to submit final expenditure reports within timeframes established by the Division. The Division will use these reports to determine the amount of allowable carry over as well as any excess funds. The current allowable carry over limit is 8% of the AAA's current year Title III and State match allocations. A waiver of the 8% limit may be requested for new programs after the first year of existence. A waiver also can be requested if there are extenuating circumstances causing an excess fund balance. A waiver request must include, at a minimum, a written justification detailing the reason for the unspent balance and a detailed plan outlining how the funds will be utilized by September 30th of the subsequent year. Requests must be reviewed and approved in writing by the Division.

Fund balances not approved as carry over will be pooled as excess funds. Redistribution of excess funds via the approved intrastate funding formula will be assumed unless otherwise requested by New Jersey Association of Area Agencies on Aging (NJ4A) to be pooled for a common purpose. Each AAA will be notified of its share of the excess funds and will be given the option of contributing its share to the common purpose or receiving its share via redistribution. Each AAA must notify the Division in writing of its decision regarding the dispensation of its portion of excess funds.

All excess funds will be retained at the State level for the implementation of the collaborative project. For those AAAs electing to keep their portion of the excess funds, budget modifications will be processed to incorporate the funds into the APC.

In implementing this policy, the Division will not ask for funds to be returned from AAAs. In order to redistribute carry over funds, the Division will make necessary adjustments to the allocations in the new contract period.

Due to obligation deadlines for State funds, at no time can State matching funds be pooled for a collaborative project. Excess State matching funds will always be redistributed utilizing the approved intrastate funding formula.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION E – CLOSEOUT: AREA PLAN CONTRACT/AAA SUB-GRANTEES

References: Standard Language Document for Social Service and Training Contracts, Section 3.15 Contract Closeout
DHS Policy Circular P7.01, Contract Closeout

Closeouts are completed for all Division contracts on a yearly basis. DHS Policy Circular P7.01 outlines the procedures for closeout of contracts.

The Social Assistance Management System (SAMS) and the System for Administering Grants Electronically (SAGE) systems serve as the source of the closeout information used to determine each AAAs final expenditures, carry over, excess and redistribution. Since expenditure reports submitted by the AAA are the source of the closeout data, it is imperative that this data be accurate and verified. The 4th quarter reports are due from the AAA by January 31st. Approximately two weeks after the final reports are submitted, the Division will send a summary report to the AAA for verification. AAA Executive Directors confer with their fiscal staff to ensure the accuracy of these reports. Within one week of the AAA's receipt of the summary report and verification, any corrections to the expenditures are due to the Division. If no corrections are needed, the AAA Executive Director signs the verification and sends it to the Division. If no 4th quarter reports are submitted, the Division uses the most recently submitted reports as the final expenditures.

Each AAA will be issued a formal closeout letter detailing the yearly allocations, expenditures and payments in each program. Executive Directors are to once again review this data with their fiscal staff to ensure its accuracy. This will be the AAA's final chance to amend any expenditure reports. Once the AAA verifies the closeout letter, no additional expenditures will be accepted. However, in the event that a county audit disallows expenditures previously reported, adjustments must be made and any unspent funds related to the disallowed costs must be paid back to the State. If the disallowed costs are in federal or State matching funds, carry over will be adjusted to reflect the addition of these funds into the subsequent APC. All adjustments to reported expenditures are due to the Division within 120 days after the contract expiration or termination. Upon final verification by the AAA Executive Director, the Division will issue a final payment to the AAA if an outstanding amount is due. If funds are owed to the Division, the AAA shall promptly refund any amount determined to be an overpayment in the closeout letter.

To ensure accurate submission of expenditure reports to the Division, AAAs are to closeout all sub-grantees on a yearly basis. Prior to the receipt of a closeout letter from the Division, AAAs are to send a letter to all their sub-grantees to verify expenditure information. This protects the AAA from sub-grantees claiming additional expenditures after the Division has closed out the APC.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION F – CONTRACTING – PROCEDURES: GENERAL GUIDELINES

Reference: **AAA Administration Policy Memorandum 2019-9, I-9-"Contracting Procedures for Area Plan Contracts"**
AAA Administration Policy Memorandum 91-9, III-4-"Waiver Forms and Procedures for Area Agencies on Aging"
OAA, Section 306(a)
Local Public Contract Law
45 C.F.R. Part 75
DoAS Area Plan Contract Subcontracting Requirements – updated yearly

General Contracting Guidelines

Each AAA shall contract with service providers via a competitive contracting process to fulfill its APC objectives. The AAA shall write a separate contract, letter of agreement or inter-agency agreement for each project or program funded. Each contract or agreement shall contain a detailed scope of service, the Division's subcontract requirements and a budget. Services provided must be in line with allowable services under the specific title and funding source. The scope of service shall minimally include: the specifics of the service taxonomy to be provided; the number of units of service to be provided; the number of people to be served; and the cost of providing the service. The budget must detail cash and in-kind costs for personnel, consultants and contracts, travel, food, building space, printing and office supplies, equipment, other and indirect costs. Credits for participant income, NSIP and other income sources must be detailed on the budget. Performance-based, unit cost budgets may be submitted but must be backed up by a line item budget in the AAA's contract with the provider.

The language in the grant, contract, letter of agreement or inter-agency agreement shall be in measurable terms. Products shall be described with standards of quality and in specific numerical quantities. Services to be provided shall be described in detail along with specifications for delivery of products and/or completion of services.

The Board of County Commissioners or other governing authority within the county must approve each contract. Contracts must be signed and dated minimally by the provider prior to service implementation. Further, the Division must approve all providers prior to service implementation. Copies of the contracts are required to be on file at the AAA for periodic review by the Division and any independent auditor. Contracts must be fully executed by April 1st of the contract year.

SECTION F – CONTRACT PROCEDURES: GENERAL GUIDELINES (CONT.)

Each contract shall specify how the provider intends to satisfy the service needs of the following: low-income older individuals, including low income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas living within the area served, including attempting to provide services to low-income minority individuals at least in proportion to the number of low-income minority older persons in the population served by the provider.

The Board of County Commissioners or the County Executive as appropriate shall sign grants/contracts with public, private non-profit and/or for-profit agencies (with a Division-approved waiver). Separate appropriations and/or obligations shall be established for total amounts of the contract within the county budget. The service provider must sign the agreement by January 1st of the contract year or prior to service implementation. The agreement must contain a scope of service, the Division's subcontract requirements and budget detailing the source of funding. Sub-contracts cannot exceed the end date of any specific three-year APC cycle.

Proprietary Waiver

Grants/contracts with proprietary or profit making service providers require prior approval by the Division. The Division will approve these contracts only if the AAA submits sufficient documentation to justify the need for an exception. The AAA must demonstrate the need for such contracts in accordance with the criteria specified in the waiver policy. Failure to receive prior approval from the Division will result in disallowance of all costs incurred prior to approval. Approved waivers will remain in effect for the duration of the three-year grant period, unless otherwise specified. One waiver is needed for each service for the profit-making agency and is valid for the three-year APC, unless otherwise specified.

Priority Service Waiver

A priority service waiver is required when the AAA does not allocate the required proportion of funds for the delivery of "priority services" as mandated by federal statute and Division policy. Priority services are outlined in Section V of this policy. All priority service waivers must be submitted with the AAA's multi-year APC. If a priority service waiver is needed during the course of a three-year APC, the AAA must submit the request to the Division for approval. One waiver is needed for each three-year APC.

SECTION F – CONTRACT PROCEDURES: GENERAL GUIDELINES (CONT.)

Direct Service Waiver

A direct service waiver is required when the AAA directly provides service(s), other than those inherent to the administrative or advocacy functions of the AAA, rather than entering into a subcontract with a service provider. The AAA directly provides a service if the AAA Executive Director directly supervises the service or oversees the service via a chain of command. All direct service waivers must be submitted with the AAA's multi-year APC. If a direct service waiver is needed during the course of a three-year APC, the AAA must submit the request to the Division for approval. One waiver is needed for each direct service in the three-year APC.

Contracting Guidelines When Services are Provided by Another County Agency

When another county agency is the service provider, the AAA must enter into and sign an inter-agency agreement/contract with the appropriate county agency. The Executive Director of the AAA and the director of each agency receiving funds must sign the agreement prior to service implementation. The agreement must contain, at a minimum, a scope of service, a budget detailing the source of funding and the current year's contract requirements.

Contracting Guidelines When Services Are Provided by the Area Agency on Aging

When the AAA administers and operates a service in accordance with an approved direct service waiver, one of the following agreements must be executed for each service depending upon the circumstances:

1. Letter of Agreement: This is a formal agreement between the AAA Executive Director and the Project Director responsible for providing the service. Both parties sign the agreement prior to service implementation.

2. Memorandum of Understanding: This is a formal memorandum involving the AAA Executive Director and the Project Director (if this is not possible, please see alternative number 3 below) signed only by the AAA Executive Director. This instrument may be used for employer/employee relationships where a Letter of Agreement may not be appropriate. A detailed job description may be included within the scope of service for this type of arrangement

SECTION F – CONTRACT PROCEDURES: GENERAL GUIDELINES (CONT.)

3. Approved Service Agreement: In cases where neither of the above options is acceptable nor appropriate, this alternative will be used. AAAs must receive Division approval prior to service implementation. This document will become a formal part of the APC and the service must be monitored as with any other service.

All of the above agreements must be kept on file at the AAA offices in accordance with Division policies.

Contracting Process

Each AAA must establish a written, formal, open and competitive contracting process and develop written official procedures for completing funding applications or Requests for Proposals (RFPs). Both must be on official stationery and signed by the AAA Executive Director. The AAA must define the processes and procedures for the procurement of service activities on an emergency basis, including the transition of services and the re-solicitation of proposals in response to the emergency.

The following should be included in the procedures:

1) Planning –

   a) Establish a timeline that allows the AAA to submit the yearly APC by the established due date.

   b) Identify and prioritize the needs of the older adults in the planning and service area.

   c) Determine the resource requirements and the service activities required to address the identified needs.

   d) Establish service priorities and program objectives based on the identified needs and resources.

   e) Define the processes and procedures through which the AAA shall determine the most appropriate agency to provide the service.

   f) If the AAA is identified as the best provider for the service(s), the AAA must submit a formal request to the Division and satisfy the direct service waiver criteria.

SECTION F – CONTRACT PROCEDURES: GENERAL GUIDELINES (CONT.)

2) Public Notification

   a) The official public notice of availability of funds must be published in the County's official newspaper.

   b) Notices are to include, at a minimum, the name of each service from the Division's Service Taxonomy, the particulars to obtain the package, a schedule of applicable dates (i.e., when material is available, technical assistance meeting and proposal submission deadline) and the methodology by which vendor proposals will be evaluated and ranked. Written notice must be given to current providers and to agencies that have expressed interest in submitting proposals. Lastly, the AAA must post the official public notice in public buildings and publications.

   c) Efforts must be made to inform minority contractors of the opportunity to submit a proposal for a grant award.

   d) Notice of fund availability may be posted on web portals or webpages but shall not be in lieu of the official public notice.

3) Competitive contracting proposal documentation

   a) Documentation must be written in a clear and concise manner, providing a comprehensive picture of the identified needs and service delivery requirements.

   b) Documentation must provide a structure to assure consistency among proposals and allow service providers sufficient flexibility to prepare creative proposals.

   c) Unless permitted by law and Division policies, all services must be awarded through competitive contracting procedures.

   d) Documentation must include, at a minimum, the following:

      1. AAA background information and mission;
      2. Scope of service, including Division Service Taxonomy ;
      3. Methodology for awarding contract; and
      4. Length of contract.

SECTION F – CONTRACT PROCEDURES: GENERAL GUIDELINES (CONT.)

4) Distribution of competitive contracting packages and technical assistance

   a) The AAA Executive Director, in concert with the county designated purchasing agent, County Counsel, or County Administrator, shall administer the competitive contracting process.

   b) The RFP shall be prepared as described in "Section 2-Public Notification" above.

   c) The RFP will be distributed at least 30 days prior to the proposal due date to allow providers ample time to develop a substantive proposal.

   d) The RFP should be distributed to all providers currently under contract as well as to those providers expressing an interest in providing services and programs through the APC.

   e) AAAs are encouraged to schedule a technical assistance meeting for prospective applicants.

5) Evaluation of Proposals

   a) The AAA Executive Director shall select criteria and methodology for evaluating the proposals.

   b) The methodology for awarding contracts shall be based on an evaluation and ranking of proposals.

   c) The AAA shall not negotiate provisions of a proposal, including price.

   d) The AAA Executive Director shall determine the size and the composition of the review panel, but shall not serve on such panel. The panel shall be comprised of AAA and non-AAA representatives.

   e) The names of the panel members shall be included in the evaluation report submitted to the Board of County Commissioners.

   f) Before the evaluation process begins, each panel member shall complete a statement certifying that he or she does not have a conflict of interest in participating in the evaluation of proposals.

   g) Standardized proposal rating forms that include numeric scoring will be used in the evaluation.

   h) After the evaluation process is complete, the AAA Advisory Council shall review and comment on the panel's findings.

i) The AAA Executive Director shall plan for the continuation of services if there will be a change in service providers so as not to cause a disruption or termination of services.

j) Final funding decision is made by the AAA Executive Director.

k) The AAA Executive Director, in concert with the county designated purchasing agent, County Counsel, or the County Administrator, shall prepare or have prepared a report evaluating and recommending the award of the contract(s) and submit said report to the Board of County Commissioners.

6) Awarding of Contracts

a) The AAA Executive Director must certify in SAGE that the county purchasing agent was consulted in awarding of funds.

b) The AAA shall have the awarded contract signed by the provider prior to the date on which the service or program is scheduled to begin.

c) If no provider is selected, the AAA shall contact the county purchasing agent for guidance and shall notify the Division in writing within 10 business days of such determination.

7) Record Retention

a) The AAA shall maintain a copy of the original newspaper notices, signed conflict of interest forms, individual and group evaluation reports, AAA Advisory Council review and comments, final funding award recommendations and contracts.

b) Documents shall be made available for Division review upon request.

SECTION F – CONTRACTING: REQUIREMENTS

Reference: **Standard Language Document for Social Service and Training Contracts**
Contract Policy and Information Manual, P2.01, "Department of Human Services' Standard Language Document for Social Services and Training Contracts"
Contract Policy and Information Manual, P1.06, "Standardized Board Resolution Form"
Health Insurance Portability and Accountability of 1996
45 C.F.R. Parts 160 and 164

As part of the contracting requirements of the Department, there are certain items that are needed in order to fully execute the APC. The following is a list of requirements.

1) SAGE – All contracts executed with the Department must be completed and submitted using the on-line system for contracts. SAGE is used to submit the application and report expenditures.

2) Standardized Board Resolution – This standardizes the content of the provider agency board resolutions across all Department components to assure that all of the required obligations are identified and committed to by the provider agency board.

3) Business Associate Agreement – The Department is a covered entity pursuant to the Health Insurance Portability and Accountability of 1996 (HIPAA), Public Law 104-191, and the regulations promulgated there under by the U.S. Department of Health and Human Services (45 C.F.R. Parts 160 and 164). Before a provider agency obtains or is permitted to access, create, maintain, receive, transmit or store protected health information (PHI), the provider agency must first execute the Department's Business Associate Agreement (BAA). Provider agencies shall require its subcontractors, if any, to execute a BAA that meets all the requirements of HIPAA where the work involves a consumer's PHI.

4) Standard Language Document (SLD) – The SLD establishes non-negotiable obligations, responsibilities, rights and relationships of the contract parties.

5) Lobbying Certification – Lobbying certificate is required on an annual basis to ensure that no grant funds awarded from State and/or federal appropriations have been paid or will be paid, by or on behalf of the grantee, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress in connection with the making of any grant, the making of any loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any grant, loan, or cooperative agreement.

SECTION F – CONTRACTING – REQUIREMENTS (CONT.)

Reference: **Standard Language Document for Social Service and Training Contracts**
Contract Policy and Information Manual, P2.01, "Department of Human Services' Standard Language Document for Social Services and Training Contracts"
Contract Policy and Information Manual, P1.06, "Standardized Board Resolution Form"
Health Insurance Portability and Accountability of 1996
45 C.F.R. Parts 160 and 164

6) Affirmative Action – Provider agencies and their subcontractors must have an affirmative action plan in place to ensure that they will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender or disability. The Standard Language Document for Social Service and Training Contracts outlines the specific requirements for affirmative action plans.

7) Department Policies and Procedures – The provider agency shall comply with all applicable policies and procedures issued by the Department including, but not limited to, the policies and procedures contained in the Department's Contract Reimbursement Manual and Contract Policy and Information Manual.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION F – CONTRACTING: EXPIRATION, NON-RENEWAL AND/OR TERMINATION

Reference: Standard Language Document for Social Service and Training Contracts – Section IV
Policy Circular 9.05 – Contract Default

1. **Expiration/Non-Renewal** - The Department or provider agency may let a contract expire at the end of the contract term upon 60 days advance written notice to the other party for any reason whatsoever, including lack of funding by the Department. In the case of contract awards that are made on a time limit basis (i.e. Federal Grant, Special Appropriation; one time funding to support a program), the 60-day notice is not required.

   When a contract has expired, the provider agency shall be prohibited from incurring any additional obligations of contract funds. The Department may allow costs that the provider agency could not reasonably avoid during the expiration process to the extent that said costs are determined to be necessary and reasonable.

   The provider agency and Department shall settle or adjust all accounts in a manner specified by the Department and shall be subject to a final audit.

2. **Termination** - If the provider agency fails to fulfill or comply with any of the terms or conditions of the contract, in whole or in part, the Department may, by notice, place the provider agency in default status, and take any action(s) listed in accordance with Department Policy Circular P9.05, Contract Default.

   The Department may immediately, upon notice, terminate the contract prior to its expiration, in whole or in part, whenever it is determined that the provider agency has jeopardized the safety and welfare of the Department's consumers; materially failed to comply with the terms and conditions of the contract; or whenever the fiscal or programmatic integrity of the contract has been compromised. The notice of termination shall state the reason for the action(s); the provider agency's informal review options, time frames and procedures; the effective date of the Termination; and the fact that a request for a review of the decision for action(s) does not preclude the determined action(s) from being implemented.

   The Department or provider agency may terminate a contract upon 60 days advance written notice to the other party for any reason whatsoever, including lack of funding by the Department.

   When a contract is terminated, the provider agency shall be prohibited from incurring additional obligations of contract funds. The Department may allow costs that the provider agency could not reasonably avoid during the termination process to the extent that said costs are determined to be necessary and reasonable.

   The provider agency and Department shall settle or adjust all accounts in a manner specified by the Department and shall be subject to a final audit.

SECTION F – CONTRACTING: NUTRITION BUDGETS

Reference: Policy Memorandum 2007-13, III-7 – Nutrition Program Budget Preparation
Policy Memorandum 2014-7, I-7 – Area Plan Contract Reporting

Proper budgeting is needed in order to ensure that Title III nutrition program budgets accurately reflect total program costs. The requested budget information is necessary to assist the Division in identifying essential costs common to senior nutrition programs. In addition, the intent of the policy is to promote Statewide budget consistency and to provide guidance to nutrition programs for submission of budget details.

AAAs are required to include all costs related to the operation of the congregate and home delivered nutrition programs in their program budgets. Costs are then entered into the APC using the Integrated Program Summary (IPS) procedure and entered in accord with "Area Plan Contract Reporting, (Policy Memorandum 2014-7, I-7)". The IPS represents the total actual program cost to deliver each nutrition service (i.e. congregate or home delivered). The detailed costs identified on the standardized back-up form should be reflected in the broader cost categories of the program's IPS. When actual costs cannot be determined, the AAA should utilize estimated cost on the standardized backup form. If an estimated cost is included in the budget, the AAA must provide an explanation of how this cost was determined.

In accord with IPS instructions, all costs that are deemed in-kind expenses can only be recorded under the personnel, building, and indirect cost line items. These costs must have appropriate documentation from a qualified source as to how each was determined and must be available upon request.

Standardized back-up forms are to be maintained at the AAA and be made available to Division staff for review during the on-site monitoring and assessment visits.

The Division will conduct annual fiscal monitoring for all nutrition programs provided directly by the AAA. The AAA's annual process of fiscal monitoring of grantees providing nutrition services must include a review of the standardized back-up form. The AAA's fiscal and programmatic monitoring process will be reviewed by the Division in the annual assessment process.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION G - COST PRINCIPLES - DEFINITIONS

Reference: OMB Circular A-87-"Cost Principles for State, Local, and Indian Tribal Governments"
OAA
AAA Administration Policy Memorandum 89-10, III-8, "Indirect Costs"
Contract Reimbursement Manual, Section 4.6, "Allowable Items of Cost"
Standard Language Document

Direct costs - Those costs that can be identified specifically with a particular cost objective. These costs may be charged directly to grants, contracts, or to other programs against which costs are finally lodged.

Indirect costs - Those costs incurred for a common or joint purpose benefiting more than one cost objective and not readily assignable to the cost objectives specifically benefited, without effort disproportionate to the results achieved. Indirect costs may be charged in accordance with Policy Memorandum 89-10, III-8 dated July 21, 1989.

The following outlines some of the most commonly used costs. Others are detailed in OMB Circular A-87 – "Cost Principles for State, Local and Indian Tribal Governments" and the "DHS Contract Reimbursement Manual, Section 4.6.

1) PERSONNEL

a) Compensation for personnel services

Compensation for personnel services includes all remuneration, paid currently or accrued, for services rendered during the period of performance under the contract, including but not necessarily limited to wages, salaries, and supplementary compensation and fringe benefits. The cost of such compensation is allowable to the extent that total compensation for individual employees is reasonable for the services rendered, follows an appointment made in accordance with State or local government laws and rules, meets federal merit system or other requirements, where applicable; and is determined and supported as provided below.

Compensation for employees engaged in federally assisted activities will be considered reasonable to the extent that it is consistent with that paid for similar work in other activities of the OAA and related funding. In cases where the kinds of employees required for the OAA assisted activities are not found in the other activities of the State or local government, compensation will be considered reasonable to the extent that it is comparable to that paid for similar work in the labor market.

Salary compensation limits from federal and/or State sources are outlined in the SLD and are based upon gross revenue of the organization.

b) Payroll and distribution of time

Amounts charged to OAA programs for salaries and wages, regardless of whether treated as direct or indirect costs, will be based on payrolls documented and

SECTION G - COST PRINCIPLES – DEFINITIONS (CONT.)

approved in accordance with generally accepted practice of the State or local agency. Time and attendance or equivalent records must support payrolls for individual employees. Appropriate time distribution records will support salaries and wages of employees chargeable to more than one grant program or other cost objective. The method used should produce an equitable distribution of time and effort.

c) Employee fringe benefits

Costs identified are allowable to the extent that total compensation for employees is reasonable. Employee benefits in the form of regular compensation paid to employee during periods of authorized absences from the job, such as for annual leave, sick leave, court leave, military leave, and the like, are allowable if they are provided pursuant to an approved leave policy, and the cost thereof is equitably allocated to all related activities including OAA programs.

Employees benefits are allowable in the form of employer's contribution or expenses for social security, employees' life and health insurance, pension plans, severance pay, and the like, provided such benefits are granted under approved plans and are distributed equitably to OAA programs and to other activities.

2) CONTRACT AND CONSULTANT

The cost of professional services rendered by individuals or organizations not a part of the AAA staff is allowable subject to such prior authorization as may be required by the Division.

3) TRAVEL

Travel costs are allowable for expenses for transportation, lodging, subsistence, and related items incurred by employees who are in travel status on official business related to the OAA program. Such costs may be charged on an actual cost basis, on a per diem or mileage basis in lieu of actual costs incurred, or on a combination of the two, provided the method used is applied to an entire trip, and results in charges consistent with those normally allowed in like circumstances in non-federally sponsored activities.

4) FOOD

Food costs include all raw food costs and consumable products that directly relate to the delivery of meals to an eligible participant under OAA and related funding. Food costs also include food prepared and delivered under a separate meal provider contract. To be eligible, the meal must meet the following criteria: the meal must meet one-third of the Recommended Dietary Allowance; be served to an "eligible individual," any person age 60 and over and his/her spouse; and be served by an agency which is under the jurisdiction and control, management, and authority of the AAA or the Division.

SECTION G - COST PRINCIPLES – DEFINITIONS (CONT.)

5) BUILDING SPACE

Building Space and Related Facilities

Both are allowable with approval of grantor agency. The cost of space procured is allowable when specifically approved by the Division.

The cost of space in privately or publicly owned buildings used for the benefit of the OAA program is allowable subject to the following conditions: the total cost of space, whether in a private or publicly owned building, may not exceed the rental cost of comparable space and facilities in a privately owned building in the same locality; and the cost of space procured for OAA program usage may not be charged to the program for periods of non-occupancy unless approved by the Division.

b) Rental Cost

The rental cost of space in a privately owned building is allowable.

c) Maintenance and Operation

The cost of utilities, insurance, security, janitorial services, elevator service, upkeep of grounds, normal repairs and alterations and the like, are allowable to the extent they are not otherwise included in rental or other charges for space.

6) PRINTING AND OFFICE SUPPLIES

a) **Materials and Supplies**

The cost of supplies and materials necessary to carry out OAA programs are allowable. Purchases made specifically for the OAA programs should be charged thereto at their actual prices after deducting all cash discounts, trade discounts, rebates, and allowances received by the service provider. Withdrawals from general stores or stockrooms should be charged at cost under any recognized method of pricing consistently applied. Incoming transportation charges are a proper part of material cost.

b) **Printing and Reproduction**

Cost for printing and reproduction services necessary for OAA program administration including, but not limited to, forms, reports, manuals, and informational literature are allowable. Publication costs of reports or other media relating to OAA program accomplishments or results are allowable when provided in the contract/grant agreement.

SECTION G - COST PRINCIPLES – DEFINITIONS (CONT.)

7) EQUIPMENT

a) **Capital Expenditures**

OMB circular A-87, Attachment B, Section 15a (1), defines a capital expenditure as the cost of an asset including the cost to put it in place. The cost of equipment, other capital assets, and repairs that materially increase the value or useful life of capital assets is allowable when the Division specifically approves such procurement. When assets acquired with OAA funds are sold, or are no longer available for purposes authorized by the OAA, the equity in the asset will be refunded to the APC in the same proportion as federal and matching participation in its cost. When any assets are traded for new items, only the net cost of the newly acquired assets is an allowable expense.

b) Automatic Data Processing-Allowable with Approval of Grantor Agency

The cost of data processing services for OAA programs is allowable. This cost may include rental of equipment. The acquisition of equipment, whether by outright purchase, rental purchase agreement or other method of purchase, is allowable only with prior approval of the Division as required pursuant to the Division's policies and procedures for capital expenditures. Unapproved expenditures in this category may be disallowed.

c) Other Equipment

This would include other less expensive equipment (under $250) purchased that is not specifically defined above.

8) OTHER

a) **Advertising**

Advertising media includes newspapers, magazines, radio and television programs, direct mail, trade papers, and the like. The advertising costs allowable are those that are solely for:

1. Recruitment of personnel required for the OAA programs, or
2. Solicitation of bids and/or proposals for the procurement of goods and services required for OAA programs, or
3. Disposal of scrap or surplus materials acquired in the performance of the OAA program agreements, or
4. Other purposes specifically provided for the OAA program agreements.

SECTION G - COST PRINCIPLES – DEFINITIONS (CONT.)

b) Advisory Councils

Costs incurred by the AAA advisory councils or committees established pursuant to OAA requirements to carry out OAA programs are allowable. Expenses for subcommittees to individual service projects are not allowed unless the subcommittee is part of the AAA advisory council. The costs are allowable only when provided for in the OAA administrative contract/letter of agreement. Travel of the advisory council is to be included in the "Travel" section of the approved budget.

c) Accounting

The cost of establishing and maintaining accounting and other information systems required for the management of OAA programs is allowable.

d) Communications

Communication costs incurred for telephone calls or service, teletype service, TTY, postage, courier service, fax, cell phone, e-mail, language line, virtual meeting platforms internet cost and similar expenses are allowable.

e) Exhibits

Costs of exhibits relating specifically to the OAA programs are allowable.

f) Legal Expenses

The cost of legal expenses required in the administration of OAA programs is allowable.

g) Maintenance and Repair

Costs incurred for maintenance, repair or upkeep of property that keeps it in an efficient operating condition are allowable. Expenditures that add to the permanent value of property or appreciably prolong its intended life shall be treated as capital expenditures as outlined in Section F7 above.

h) Meetings and Conferences

Costs are allowable when the primary purpose of the meeting is the dissemination of technical information relating to OAA programs and they are consistent with regular practices followed for other activities of OAA programs.

i) Membership

The cost of membership in civic, business, technical and professional organizations is allowable provided the benefit from the membership is related to the OAA programs, the expenditure is for AAA not individual membership, the cost of the membership is related to the value of the services or benefits received by the OAA programs, and the expenditure is not for membership in an organization that devotes a substantial part of its activities to influencing legislation.

SECTION G - COST PRINCIPLES – DEFINITIONS (CONT.)

j) Publications

The cost of books and subscriptions to civic, business, professional, and technical periodicals is allowable when related to the OAA programs.

k) Training and Education

The cost of in-service training customarily provided for employee development that directly or indirectly benefits OAA programs is allowable. Out-of-service training involving extended periods of time is allowable only when specifically authorized by the Division.

9) CREDITS

a) Participant Income

Section 310 of the OAA provides that all services coming under the OAA and related funds have provisions allowing participants to voluntarily contribute to the cost of the service. Such contributions shall be encouraged for individuals whose self-declared income is greater than 185% of the poverty line, at contribution levels based on the actual cost of services. Contributions are to be used to supplement (not supplant) funds received under the OAA. Although contributions are not mandated, participants must be given the opportunity to contribute. All income that is realized from participant contributions is to be included in this category.

b) Other Income

This category is to be used when reporting program income other than participant contributions. The source of such income is to be identified within the service provider's grant/contract, inter-agency agreement, or letter of agreement.

c) Nutrition Service Incentive Program (NSIP)

Each year, AAAs receive an allocation of funds under the NSIP program. This allocation is to be used to offset costs for meal programs administered by the AAA. Specific procedures on NSIP funding are outlined in Section S of this policy memorandum as well as Policy Memorandum 2002-13, III-11.

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SECTION H - COST PRINCIPLES – UNALLOWED COSTS

Reference: OMB Circular A-87, Attachment B- "Selected Items of Cost"
OAA
Contract Reimbursement Manual, Section 4.7, "Unallowed Items of Cost"

The following outlines some of the most common unallowed costs. Others are detailed in OMB Circular A-87 – "Cost Principles for State, Local and Indian Tribal Governments" and the DHS Contract Reimbursement Manual, Section 4.7.

1) Bad Debts
Any losses arising from uncollectible accounts and other claims, and related costs, are unallowable.

2) Contingencies
Contributions to a contingency reserve or any similar provision made for unforeseen events are unallowable.

3) Entertainment
Costs of amusements, social activities, and incidental costs relating thereto, such as meals, tickets to shows, beverages, lodgings, rentals, transportation, and gratuities, are unallowable. This does not apply to socialization/recreation activities for the elderly as referred to in the OAA.

4) Fines and Penalties
Costs resulting from violations of, or failure to comply with federal, State and local laws and regulations are unallowable.

5) Fund Raising
Costs of organized fund raising, including financial campaigns, solicitation of gifts and bequests, and similar expenses incurred to raise capital or obtain contributions are unallowable regardless of the purpose for which the funds will be used.

6) Interest and Other Financial Costs
Interest on borrowings (however represented), bond discounts, cost of financing and refinancing operations, and legal and professional fees paid in connection therewith are unallowable except when authorized by federal legislation.

7) Non-OAA Related Expenses
Any expenses incurred that are not related to activities as defined in the OAA are unallowable.

8) Under Recovery of Costs Under OAA Agreements
Any excess of cost over the federal contribution under one award agreement are unallowable under other award agreements.

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SECTION I - DISBURSEMENT OF FUNDS

Reference: Standard Language Document for Social Service and Training Contracts, Section 2.01
OMB Circular A-110, Subpart C, Section .22- "Payment"
DHS Policy Circular P4.10, "Advance Payments"

1) Payments to AAAs

AAAs will be paid on a scheduled advance based upon the availability of funds. No funds will be paid until there is a fully signed and executed grant award. Advance payments cannot exceed two months of the contract's estimated expenditures. On a quarterly basis, the Division will review expenditures submitted and entered into the database to determine if the advance payments will continue as scheduled or be modified based upon spending levels. If it is determined that the AAA is not spending in a particular program, the Division will hold payments for that program based upon the level of spending. Once spending increases, the held payments will be released. All advance payments on APC funds must be deposited into an interest bearing account until the funds are expended for operating costs. Interest earned in excess of $250 shall be remitted to the Department of Human Services (DHS) departmental component or utilized within the contracted program (s) at the discretion of the DHS departmental component.

2) Payments to Sub-Grantees by the AAA

The method of payment to sub-grantees will be determined by the AAA at the time of the award.

Cash advances to sub-grantees shall be limited to the minimum amounts needed and be timed in accordance with actual, immediate cash requirements. The timing and amount of cash advances shall be as close to the actual disbursements by the sub-grantee for program costs as is feasibly possible. The AAA is to review expenditures on a quarterly basis, as outlined in Section K, to ensure that payments are in line with reported expenditures. If spending by the sub-grantee is below established levels, the AAA has the authority to withhold payments based upon current spending levels by following current county policies. The advance payment may not be disbursed until a contract, letter of agreement or letter of intent is signed by the AAA and the service provider.

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SECTION J – EQUIPMENT – PURCHASE AND DISPOSAL

Reference: **AAA Administration Policy Memorandum 95-15, III-8- "Procedures for the Purchase and Disposal of Equipment"**
U.S. Department of Health and Human Services, Federal Awarding Agency Regulatory Implementation of Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 79 FR 75871, December 19, 2014.
OMB Circular A-87, Attachment B, Section 19c- "Selected Items of Cost, Equipment and Other Capital Expenditures"
DHS Policy Circular P4.05, "Equipment"
Standard Language Document for Social Service and Training Contracts, Section 5.23

1) Purchase of Equipment

AAAs must obtain prior written approval the Division, per guidelines and limits established in Policy Memorandum 95-15, III-8, when proposing to utilize APC funds to purchase equipment. Equipment would include automatic data processing equipment at a cost of $500 or more and capital expenditures/equipment at a cost of $250 or more.

The Division's review will focus on the availability of funds, proposed use of equipment, reasonable cost quote estimates and historical equipment inventory. The request will be approved only if the proposed expenditure is budgeted and funds are available in the equipment line of the project.

If the Division approves the use of grant funds for the purchase of equipment, the funds must be utilized in the year in which they are approved. Recording of equipment purchases and disposals must be done in the year in which the transaction occurred.

2) Disposal of Equipment

Prior approval from the Division must be obtained when an AAA proposes to dispose of equipment purchased fully or in part with APC funds.

When no longer needed for the original project or program, the recipient shall use the equipment, if needed in other projects or programs currently or previously sponsored by the State or federal government, in the following order of priority: from one Title III aging program to another Title III aging program within the county; from one Title III aging program to another non-Title III aging program within the county; or from one county AAA to another county AAA. Transfer of equipment requires prior approval by the Division.

SECTION J – EQUIPMENT – PURCHASE AND DISPOSAL (CONT.)

When an AAA wants to dispose of equipment, the equipment must be sold at current fair-market value and the proceeds returned to the program that originally purchased the equipment.

Equipment with an original per unit acquisition cost or current fair market value of less than the limits established within the "Terms and Conditions for Administration of Grants" manual may be retained, sold or otherwise disposed of with no obligation to the State or federal government.

3) Grant Equipment

The title of equipment purchased using grant funds will remain vested in the funding authority. The funding authority may reserve the right to transfer the title from one grantee to another in the event the program using the equipment is transferred from one agency to another.

4) Request for Acquisition/Disposal of Equipment Form

Requests for the acquisition or disposal of equipment must be submitted using the current form developed by the Division. The current forms were developed and distributed to AAAs and are available upon request.

5) Approval of Equipment Requests

The Division is responsible for approving equipment purchase/disposal requests for services provided directly by AAAs. As a grantor agency, the AAA is responsible for approving equipment purchase/disposal requests from contracted providers that are not part of county government. The AAA must maintain all requests from grantees and the corresponding responses. Equipment purchased must be made part of AAA's property management/inventory records.

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SECTION K – FEDERAL FINANCIAL PARTICIPATION (FFP)

Reference : **AAA Administration Policy Memorandum 2017-15, I-15, "Federal Financial Participation for the Aging and Disability Resource Connection (ADRC) Claiming Protocols & Reimbursement Process"**
AAA Administration Policy Memorandum 2015-6, I-6, "Memorandum of Understanding NJ Dept. of Human Services and County Area Agencies on Aging, Re: Administration of NJ's Medicaid Program
AAA Administration Policy Memorandum 2016-5, I-5, "FFP Taxonomy"

The Division worked collaboratively with the Department's Office of Finance to secure approval from the Centers for Medicare and Medicaid Services (CMS) for FFP reimbursement for the Aging and Disability Resource Connection (ADRC) functions. FFP supports the ADRC's administrative functions associated with Medicaid eligibility.

In order to participate in FFP claiming, each AAA/ADRC must have a signed memorandum of understanding (MOU) with the Department regarding the administration of the Medicaid program. The Division of Medical Assistance and Health Services (DMAHS) is the single State agency responsible for administering New Jersey's medical assistance programs. The Department is the single SUA under the OAA. Together, the two State agencies have agreed upon a process to enable the entry points within county government to share confidential consumer information. The MOU memorializes the parties' responsibilities in regard to Medicaid claiming under State and federal law.

The ADRC functions identified for FFP are detailed in Policy Memorandum 2016-5, I-5 FFP Functions. These are: 1) Outreach and Public Awareness, 2) Information and Assistance, 3) Screen for Community Services (Level 1 Screen / SCS), 4) Options Counseling, 5) Medicaid Navigation and Service Coordination; and 6) Assessment and Options Counseling. The Division and the AAAs/ADRCs currently use a State-designated database to document the provision of services and collect data on consumer activities. Key points in the documentation of FFP services versus other care enrollments are as follows: the consumer is interested in long term services and supports, the consumer is willing to have a SCS completed, triggers are recorded in the service record, options counseling is based on the screen results and score, and time spent on each of the six approved ADRC functions must be tracked in minutes in the system. Full guidance on implementation of the FFP functions are attached to Policy Memorandum 2016-5, I-5. Medicaid administrative activities will be documented in a Cost Allocation Plan (CAP) developed specifically for the ADRC/FFP claiming purposes.

The Department's request to claim FFP for ADRCs will be for actual expenditures made under the Department's approved plan, in accordance with program regulations, applicable statutes and regulations, and instructions or directives issued thereafter. FFP claims will be supported by accounting records and source documentation that will be prepared and submitted to the Division by each county on a quarterly

SECTION K – FEDERAL FINANCIAL PARTICIPATION (FFP) (CONT.)

basis. Expenditures are captured on a quarterly basis and transferred to the appropriate CAP and submitted to the Division for review and approval.

The spreadsheet developed by the Department is used by the Division to compile and submit each quarterly claim to DMAHS. Once submitted by the AAA, the Department compiles the data into one quarterly claim. For current quarters, AAAs have until the 15th day of the month following the end of each quarter to submit. The Division will review and combine all AAA claims into one claim for submission to DMAHS by the 30th day of the month following the end of each quarter. Revisions to AAA claims may be made for up to two years after the beginning of that quarter. It is recommended that revisions are made only for substantial changes that materially affect the amount of the claim.

Medicaid funds received for FFP will be distributed to the participating AAAs through the normal process of the APC. Once allocated to the AAA, the funds are to be added to an IPS using either allocation code 30 (FFP – Services) or 31 (FFP – Administration). While county overmatch in the Area Plan is used to support the FFP claiming, county match is not required for the FFP reimbursement allocation. Quarterly expenditure reports for FFP funds are to be submitted by the AAA through SAGE. The Division will allow 100% carry over of these funds.

Funds received for FFP can be used to pay for any approved APC service for seniors (service taxonomy 100 – 400 series, including administration (service taxonomy 099)). This funding cannot be used for caregiver services (service taxonomy 700 or 800 series). This allocation follows all the rules and regulations of the APC.

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SECTION L – FINANCIAL MANAGEMENT

Reference: **OMB Circular A-110, Subpart C- "Financial and Program Management"**
AAA Administration Policy Memorandum 2017-13, I-13- "Contributions Policy for Services Under the Area Plan Contract"
Administrative Requirements for Area Agencies on Aging
OAA, Section 307(a)(7)(A)-State plans
Standard Language Document for Social Service and Training Contracts, Section 3.12- "Financial Management System"
DHS Policy Circular P4.10, "Advance Payments"

Grantees and sub-grantees must expend and account for grant funds in accordance with applicable federal and State legislation and Department policies.

Financial Management Standards

At the highest level of the organization, the financial management system must be established to control and account for funds received from the Department. The system must address financial reporting, accounting records, internal controls, budget controls, payments, allowable costs, source documents, external and internal audits and cash management.

Cash Management

AAAs must establish procedures to ensure sufficient monitoring of cash disbursements and drawdowns of their sub-grantees. Payment methods are to be established in each contract.

Funds provided to a grantee or sub-grantee by advance payments in excess of $120,000 must be deposited into an interest bearing account. For grants under $120,000, advance payments do not have to be deposited into an interest bearing account, but may be if the grantee chooses to do so. All funds received via an advance payment must be deposited into an interest bearing account. Interest received in excess of $250 must be paid to the Department.

Payments can be withheld if a grantee fails to comply with grant award conditions, is indebted to the State, has unresolved audit issues or is suspended pursuant to Department policies. Grantees shall observe the requirements of their organization in making (or withholding) payments to sub-grantees.

Depositing of Funds

Pursuant to Policy Memorandum 2017-13, I-13, each AAA shall establish written policies and procedures for the handling and depositing of funds.

SECTION M – FINANCIAL REPORTING

Reference: AAA Administration Policy Memorandum 2014-7, I-7- "Area Plan Contract Reporting"

AoA Fiscal Guide, Section 9- "Reporting Requirements for Titles III and VII SF269"

AAAs must submit timely and accurate quarterly financial reports to the Division. The Division has distributed Policy Memorandum 2014-7, I-7, which includes detailed instructions for completing reports.

QPR-A expenditure reports and QPR-B service reports must be submitted on a quarterly accrued basis to the Division. Administrative programs that have no direct service units attached do not require a QPR-B report. Expenditures reported must be based on budgeted line items set up on the IPS form. The information contained in the IPS is taken directly from the budget section of the executed contract, inter-agency agreement, or approved county budget. The last date to submit IPS revisions, APC amendments and equipment requests is November 15th of each year.

Listed below are the dates by which all APC financial and program reports must be received by the Division.

Period Covered	Due Date
1/1 – 3/31	4/22
4/1 – 6/30	7/22
7/1 – 9/30	10/22
10/1 – 12/31	1/31

The Division may extend these deadlines. QPR-A reports are submitted through SAGE and QPR-B reports are printed from SAMS, verified and signed by the Executive Director and sent to the Division.

Adjustments to the reported services in SAMS must be made prior to the beginning of the next quarter. Timelines for adjustments are included in the APC reporting policy memorandum. SAMS will be locked based on deadlines established.

SF 425 Report to the Administration for Community Living (ACL)

States are required to report all expenditures incurred from Title III, NSIP and VII every six months. Separate reports must be filed for Titles III B, C1, C2, D, E and NSIP and are due 30 days after the end of the 2nd and 4th quarters of the federal reporting year, April 30th and October 30th until the

SECTION M – FINANCIAL REPORTING (CONT.)

submission of the final report. The final report is due no later than 90 days after the end of the project period. These reports are completed on an accrual basis.

All cash and in-kind match must be reported on the SF 425 report and does not compromise the State in its maintenance of effort certification, which only requires the minimum amount mandated. Program income must also be reported on the SF 425 report for the federal fiscal year in which it is earned.

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SECTION N – FISCAL ASSESSMENT OF AREA AGENCIES ON AGING

Reference: AAA Performance Standards

As part of the yearly assessment conducted by the Division, the fiscal compliance of each AAA is reviewed. The goal of the fiscal assessment is to ensure that the AAA is in compliance with all State and federal regulations regarding the administration of funds granted through the APC.

Each AAA is assessed on a yearly basis. Seven AAAs receive a desk assessment and an on-site visit and the remaining fourteen receive only a desk assessment by the Division. The seven on site assessments rotate on a three-year cycle so that each AAA is visited at least once every three years. When deemed necessary by the Division, additional on-site assessments may be conducted for AAAs where continual problems exist. There are seven key areas that are reviewed as part of the fiscal assessment process. These areas are:

1. Policies and Procedures – Ensures that each AAA has adequate policies and procedures in place to properly manage the funds.
2. Monitoring – Ensures that each AAA conducts the required programmatic and fiscal monitoring of the programs administered through the APC. The AAA is also required to follow up on any findings identified in the monitoring report. Technical assistance can also be provided during a monitoring visit.
3. Reporting – Ensures the timely and accurate submission of expenditure reports to the Division.
4. System – Ensures that each AAA has proper documentation for cash receipts and expenditures.
5. Inventory – Ensures that each AAA is following Division policies regarding the acquisition, disposal and inventory requirements of all equipment purchases.
6. Grant Requirements – Ensures that each AAA is in compliance with all Division grant requirements.

For each area, the AAA will receive a score of 1 (fully compliant), 2 (substantially compliant) or 3 (non-compliant.) Where the AAA is not fully compliant, the Division will provide a rationale for the rating. Upon receipt of the final assessment report, the AAA is required to submit to the Division a corrective action plan to the that addresses each area of non-compliance. The Division will review the corrective action plan and monitor the AAA's progress toward correcting each area of non-compliance.

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SECTION O – FUNDING FORMULA FOR TITLE III

Reference: Current State Plan on Aging
OAA, Section 305(a)(2)(C)- "Organization"
45C.F.R. 1321.37-"Intrastate Funding Formula"

The State's existing funding formula for the distribution of Title III funds of the OAA was developed in 2013 and was implemented with the January 1, 2014, APC. It was developed by representatives of the AAAs and the Division. The formula is based on the following four weighted factors in each Planning and Service Area (PSA): the number of individuals aged 60 and older; number of individuals 75+; number of minority individuals aged 60+; and the number of low-income individuals aged 60+. A minimum funding level is also established to ensure that each PSA has a functioning AAA.

The funding formula is used for Title III B (Supportive Services), Title III C1 (Congregate Meals), Title III C2 (Home Delivered Meals), Title III D (Preventive Health), Title III E (Caregiver Services), as well as State Weekend Home Delivered Meals (SWHDM), Safe Housing and Transportation Program (SHTP), Adult Protective Services (APS), Medicaid Match, Supplemental Funds and State Area Plan Matching Funds.

Formula –

In minimum funded counties, minimum allocation is defined as the minimum amount of funding needed in each Title in order to ensure that the PSA has a functioning AAA. If, after applying the formula, an AAA's allocation falls below the minimum amount, the AAA will receive the stated minimum for that program.

For those AAAs that are not in minimum funded counties, the formula is as follows:

Z = New Jersey's current year allocation minus the sum of minimum-funded counties.
Q = The AAA funding index S+T+M+P (defined below).
S = The percent of those 60+ in each PSA multiplied by the weight factor A (30%).
T = The percent of those 75+ in each PSA multiplied by the weight factor B (25%).
M = The percent of those 60+ in each PSA minority multiplied by the weight factor C (20%).
P = The percent of those 60+ in each PSA at the poverty level multiplied by the weight factor D (25%).

Weight Factors

The formula above includes four weighted factors related to the number of individuals aged 60+, number of individuals aged 75+, the number of minority individuals aged 60+ and the number of low-income individuals aged 60+ in each of the PSAs. The factors are weighted as follows:

SECTION O – FUNDING FORMULA FOR TITLE III (CONT.)

A = 30% (60+)
B = 25% (75+)
C = 20% (60+ minority)
D = 25% (60+ low-income)

Based on these weighted factors, Q is calculated as ((Sx.30)+(Tx.25) +(Mx.20)+(Px.25)).

The most recent census data is applied to the weight factors every two years in order to accurately reflect each PSA's population breakdown. The American Community Survey is used for years that the decennial census is not available.

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SECTION P – IN-KIND COSTS/INDIRECT COSTS RECOVERY

Reference: **OMB Circular A-110, Subpart C, .23- "Cost Sharing or Matching"**
OMB Circular A-87, Attachments A, C, D & E- "Cost Principles for State, Local, and Indian Tribal Government"
U.S. Department of Health and Human Services, Federal Awarding Agency Regulatory Implementation of Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 79 FR 75871, December 19, 2014., Section 200.306- "Cost Sharing or Matching"
AAA Administration Policy Memorandum 89-10, III-8- "Indirect Costs"

1) In-Kind Costs

A written procedure to account for and document in-kind costs shall be developed by the AAA and included in the AAA Policies and Procedures Manual. The manual should outline allowable in-kind costs and valuation of same.

Types of in-kind costs recognized by the Division are: personnel not paid directly from the OAA and related funding, who are persons providing direct program support and not being paid from any other federal funding source, volunteer services that are properly documented; building space that is not a direct expense of any other federal program and is being provided to the AAA or any subcontractor without cost to the OAA program; and indirect costs as described by this manual.

2) Indirect Costs

The Division allows indirect costs to be applied to Title III grants as matching share only. For the purpose of the APC accounting system, indirect costs are to be shown as in-kind.

In order for any AAA or subcontractor to apply an indirect cost rate to Title III funded contracts and/or agreements, a plan must be prepared as prescribed by HHS-Region II and a copy of the current plan must be filed with the Division.

SECTION Q – INTERNAL CONTROLS

Reference: Generally Accepted Accounting Principles (GAAP)
Generally Accepted Auditing Standards (GAAS)
OAA, Section 307(a)(7)(A)-State Plans

AAAs must develop and implement a system of internal controls that will safeguard the assets purchased with OAA, State and county funds, check the accuracy and reliability of account data, promote operational efficiency, and encourage adherence to prescribed managerial policies.

It is important for each AAA to observe the following fundamental requirements in establishing an effective system of internal controls:

1) Develop a clear-cut organizational plan providing for definite placement of responsibility and for specific lines of authority. Delineate a division of duties between authorization and record keeping so that the activities of one employee serve as a check on the activities of another; and

2) Use forms, documents, and procedures that facilitate control and provide for proper approvals, and create a method of auditing for compliance with financial management policies and procedures.

The extent to which the internal controls requirements may be expected to exist is related to the size of the AAA or subcontractor organization. The complete separation of functions and existence of an internal auditing function may not be feasible in an organization with a small number of employees. However, even in small AAAs or subcontractors, a high degree of effective internal controls may be obtained with a proper plan of organization and division of duties. For example, no individual should be completely responsible for initiating an order, approving the payment, and also signing the check for the same transaction. If one person does have authority to approve an order and to approve the invoice, then another authorized person should sign the check.

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SECTION R - MAINTENANCE OF EFFORT/MATCH REQUIREMENTS

Reference: **AAA Administration Policy Memorandum 1988-2, II-1**
AAA Administration Policy Memorandum 1995-16, II-2-"Safe Housing and Transportation Program"
AAA Administration Policy Memorandum 2006-9, III-7- "Title III Maintenance of Effort (MOE) and State Matching Requirements"
OAA Section 309(c)- "Payments"
45 C.F.R. 1321.49 "State Agency Maintenance of Effort"

Maintenance of Effort (MOE) –

The Division requires full maintenance of effort for all APC. Failure to provide local matching funds in accordance with section 309(c) of the OAA and Policy Memorandum 2006-9, III-7 may result in delayed execution of the APC, withholding of funds and, ultimately, a proportionate reduction in federal funding.

The OAA, under section 309(c), maintenance of effort must be equal to or exceed the level of non-federal matching funds included over the previous three years. As a result, the Division requires full maintenance of effort for all AAAs. On a yearly basis, the AAA Executive Director must certify the amount of local funds provided in the previous year's APC. Each AAA must have a MOE assessment equal to or exceeding the average of the last three years' certified amount of local expenditures in Title III programs. Failure to provide adequate MOE may result in the delayed execution of the APC, withholding of funds and, ultimately, a proportionate reduction in federal funding.

Matching Requirements

There are currently three State programs in the APC that require local matching funds. These programs are SASS (25% match requirement, a portion of which can be in-kind if approved by the Division through the waiver process), State Weekend Home Delivered Meals (25% match requirement per Policy Memorandum 1988-2, II-1) and Safe Housing and Transportation Program (10% match requirement per Policy Memorandum 1995-16, II-2). Each AAA will be notified in the closeout letter whether it met the match requirements. Failure to provide adequate local matching funds for these programs may result in the delayed execution of the APC, withholding of funds and, ultimately, a proportionate reduction in state funding. Inclusion of local funds in other State funded programs does not reduce the requirement of match in these three programs.

SECTION S - MONITORING AND EVALUATION

Reference: **AAA Administration Policy Memorandum 86-8, III-5- "Minimum Standards for Programmatic Monitoring of Title III B Service Providers"**
U.S. Department of Health and Human Services, Federal Awarding Agency Regulatory Implementation of Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 79 FR 75871, December 19, 2014, Section 300.328-"Monitoring and reporting program performance"

On-Site Monitoring

The Division requires one on-site fiscal monitoring visit annually for all programs and services. An annual written evaluation of the financial management is also required. Each AAA must develop fiscal monitoring and evaluation instruments to be used during the monitoring and evaluation processes.

Fiscal monitoring can be done in conjunction with scheduled programmatic monitoring visits that are also required once a year.

One full-time employee from the AAA's administrative staff, preferably the accountant, should be assigned the task of coordinating the financial management monitoring and evaluation process. This employee shall maintain records of all visits and oversee the process.

On Site Visit with Contractor's Financial Manager

The AAA shall develop written procedures describing the activities to be carried out before, during, and after the on-site visits.

AAAs should review and observe the financial management procedures, verify accuracy of financial reporting, and assure contract and regulation compliance in order to safeguard OAA and related funding. The AAA shall inform the service provider in advance of the visits and of the subjects to be covered. If findings indicate deficiencies in financial management, additional visits should be scheduled to follow-up on recommended actions.

Evaluation

A formal evaluation of each service provider's financial management system must be completed annually. Evaluations must include a summary of information obtained during the monitoring visits and during technical assistance visits and should be included with the programmatic findings in the planning process.

SECTION T - NUTRITION SERVICES INCENTIVE PROGRAM (NSIP)

Reference: Policy Memorandum 2002-13, III-11, "USDA Revised Reporting Procedures"

OAA, Section 311, "Nutrition Services Incentive Program"

Under the OAA Amendments of 2000, the NSIP initiated a change in the method by which each SUA receives funds from the federal Department of Agriculture. States now receive an allocation from NSIP based upon an allocation formula established by the federal Department of Health and Human Services. The obligation and liquidation of funds follows the same procedures as outlined in Section U, "Obligation and Liquidation of Federal Funds."

The distribution of the NSIP funds to each service provider is based upon the number of meals served in the prior federal fiscal year. To determine each AAA's allocation, the number of meals served in each county divided by the total number of meals served Statewide will be multiplied by the annual NSIP allocation from ACL. The AAA can allocate NSIP funds to service providers based upon a method developed in its county. AAAs can continue to calculate their own unit rate or distribute funds based on an allocation method similar to the State's process.

The quarterly reporting of expenditures through the two database systems (SAGE and SAMS) is the method of expenditure reporting for all nutrition service providers and AAAs.

SECTION U – OBLIGATION AND LIQUIDATION OF FUNDS

Reference: **AAA Administration Policy Memorandum 2020-17, I-7, "Title III Carry Over Procedures"**
AoA Fiscal Guide, Section 10, "Obligations and Liquidations"
45 C.F.R. §75.309, "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for HHS Awards"- "Period of performance and availability of funds"
OAA, Section 304(b) and 703(b)(2)
ACL, SUA Directors Letter #01-2018

All APC funds must be obligated by means of an executed service provider contract no later than December 31st of the current contract year. In general, this does not include supplemental or special allocations distributed at the end of the third quarter or later by the Division.

Current ACL regulations state that funds must be obligated within 24 months of the beginning of the project period. AAAs have an additional 90 days to liquidate these obligations. For example, FFY19 funding beginning on October 1, 2018, must be obligated by September 30, 2020, (24 months) and liquidated by December 30, 2020, (90 additional days.) If these funds are not liquidated within the specified timeframe, they are subject to recoupment by the SUA and the ACL. Upon demonstrated need to complete outstanding activities, a no-cost-extension may be granted for an additional 12 months to obligate funding and complete needed grant activities. Such a request must be generated by the Division and submitted to ACL for approval. AAAs should make every effort to spend their allocated funding within the 24-month period.

SECTION V – PRIORITY SERVICES

Reference: **OAA, Section 307 (a) (2) (C), "State Plans"**
New Jersey State Strategic Plan on Aging
AAA Administration Policy Memorandum 91-9, III-4, "Waiver Forms and Procedures for Area Agencies on Aging"

The Division has specified that a minimum portion of the Title IIIB funds received by each AAA will be expended on access, in-home and legal assistance, as follows:

1. 10% for access services;
2. 10% for in-home services; and
3. 5% for legal assistance.

AAAs may request a waiver to these percentages by submitting a waiver to the Division as outlined in Section E of this policy manual.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION W - PROJECT INCOME, CASH CONTRIBUTIONS AND COST SHARING

Reference: **Policy Memorandum 2017-13, I-13, "Contribution for Services Under the Area Plan"**
OAA, Section 315, "Consumer Contributions"
Administrative Requirements of Area Agencies on Aging
45 C.F.R. 1321.67, "Service Contribution"

Historical Background

The OAA programs are neither means-tested nor fee-generated programs. Services are available to older persons who need them regardless of their ability to pay. However, each participant must be given the opportunity to contribute voluntarily to the cost of the service received (with the exception of Adult Protective Services.) Each service provider must establish appropriate procedures to safeguard and account for all contributions. Contributions cannot supplant funds and must be used to expand the services for which they were received.

Program income includes participant contributions, proceeds from the sale of real or tangible personal property, rental fees, patents or copyright royalties, and interest income. Interest income earned on excess cash is program income.

Contribution Guidelines

The AAA must ensure that each service provider, including the AAA where appropriate, uses the State's contribution policy or establishes a contribution policy in accordance with applicable methods described in Policy Memorandum 2017-13, I-13. Contribution policies must contain written procedures for collecting income, depositing funds, informing participants of the opportunity to voluntarily contribute to the cost of the service, protecting the privacy and confidentiality of each participant and using all collected contributions to expand the service for which they were given for all service provider sites.

The written procedures for handling cash shall address the deposits into bank accounts, bank balance reconciliations, check handling procedures, interest bearing accounts, income received from interest bearing accounts and project income, including the procedures for participant contributions. Copies of these written procedures must be maintained and updated in the AAA's Policies and Procedures Manual.

All income is to be shown as part of the APC and service providers' contracts. Income shall be utilized on a first-in, first-out basis. There is no carry over of program income from one grant year to another.

If income exceeds the budget amount, it shall be utilized to further reduce any federal, State, or county funds allocated regardless of the budget percentages shown in a grant.

SECTION W – PROJECT INCOME, CASH CONTRIBUTIONS AND COST SHARING (CONT.)

Each service provider may establish a contribution policy that has either a recommended flat contribution amount, a range of contributions that takes into consideration the income of participants or a contribution schedule based on an individual's ability to contribute.

Participants should be informed of the contribution policy during the intake process. At that time, participants may be counseled to assist them in determining the amount they may wish to contribute. No eligible individual can be denied participation in a program because of an inability to contribute to the cost of the service.

Where services are provided to individual participants (such as homemaker, legal, chore, transportation and other supportive services), the distribution and collection of envelopes is the preferred means to ensure that each participant has the opportunity to contribute. To ensure proper internal controls, at least two people should open and count the envelopes. The project bookkeeper or accountant should not participate in the counting or depositing of funds.

Where services are provided at a specific site, or where services are provided in large groups, uncoded envelopes shall be given to all participants. Participants shall place the contributions in a locked, slotted metal collection box. The contributions shall not be given to the provider's staff, project employees, volunteers or AAA employees. This procedure will ensure the safeguarding of the donations as well as ensure the confidentiality of each participant's contribution.

Contributions shall be counted as soon after they are received as is practical. If contributions are counted on-site, two or more bonded persons shall count them daily. If contributions are transported to a project office or AAA office to be counted, they shall be counted daily and deposited within 48 hours. When contributions are collected at a site or by a service provider on a route, the contributions shall remain in a locked and slotted metal collection box. The locked boxes shall be transported to the designated central office for counting where the previously described methods for counting and depositing will be followed.

Cost Sharing

The Division may implement cost sharing for programs administered with State funding. If the Division permits cost sharing in a particular program, it must be implemented Statewide.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION X – PROPERTY MANAGEMENT/INVENTORY LIST

Reference: Contract Policy and Information Manual, P4.05, "Equipment"
45 C.F.R. 74.30 through 74.37, "Property Standards"
AAA Administration Policy Memorandum 95-15, III-8, "Procedures for the Purchase and Disposal of Equipment"

Each AAA shall develop written procedures for maintaining equipment inventory control records and equipment purchase procedures.

This manual shall be used for all projects funded in whole or part by Title III of the OAA and State funds.

The federal guidelines define tangible personal property as property having a useful life of more than one year and acquisition cost of $5,000 or more per unit. As outlined in Policy Memorandum 95-15, III-8, the Division has further refined this definition to include property and parts thereof with an acquisition cost of $500 or more for automatic data processing equipment and $250.00 or more for other capital expenditures/equipment. Please note that pieces of equipment that depend on each other for use or that are components may be considered in the aggregate for designation as equipment. For example, a desk ($400) and a chair ($190) may be considered as equipment at $590. Another example would be a commercial mixer ($1,000) and related stainless mixing tools ($85) for a total cost of $1,085.

Additionally, property management standards shall include the following requirements:

a. A physical inventory of the property shall be taken and the results reconciled with the property records at least once every two years to verify the existence, current utilization and continued need for the property.
b. A control system shall be in effect to ensure adequate safeguards to prevent loss, damage, or theft to the property.
c. Adequate maintenance procedures shall be implemented to keep the property in good condition.
d. If the grantee or sub-grantee is authorized or required to sell the property, proper sales procedures must be established to ensure the highest possible return.

Property records shall be maintained at the AAA for all county operated projects and at the project level for all service providers, with copies to the AAA. Such records shall be maintained accurately and provide: a description of the property, manufacturer's serial number or other identification number, acquisition date and unit acquisition cost, source of funding used to purchase the property, percentage of federal funds used in the purchase of the property, location, use and condition of the property, and ultimate disposition data including sales price and method used to determine current fair market value.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION Y – QUARTERLY REVIEW OF REPORTS/PAYMENT OF FUNDS

Reference: Contract Reimbursement Manual, Section 6, "Expenditure Reporting"
AAA Administration Policy Memorandum 2014-7, I-7- "Area Plan Contract Reporting"

AAAs are required to submit quarterly expenditure reports comparing actual expenditures with the approved budget. Reports are due to the Division as outlined in Section M, "Financial Reporting."

Once these reports are entered into the database, the Division will review reports generated by the database to determine if the advance payments will continue as scheduled or be modified based upon spending levels. If it is determined that an AAA is not spending in a particular program, payments may be held for that program based upon the level of spending. Once spending increases, the payments will be released as appropriate.

In order for advance payments to continue as scheduled, it is imperative that reports be submitted in a timely manner. Any delay in the submission of reports will result in a delay of the advance payments.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION Z – RECORDS AND RETENTION

Reference: **New Jersey Division of Revenue and Enterprise Services-Records Management Services, Schedule C4200000-002**
AAA Administration Policy Memorandum 86-8, III-5, "Minimum Standards for Programmatic Monitoring of Title III B Service Providers"
Contract Policy and Information Manual, P8.01, "Access to Records and Facilities: Retention of Contract Records; Confidentiality"
Administrative Requirements of Area Agencies on Aging, Section J- "Records Retention"

The AAA will develop its own written procedures for record retention and access that shall be in compliance with federal and State regulations and maintained in the policies and procedures manual.

The New Jersey Department of State and the New Jersey Division of Revenue and Enterprise Services-Records Management Services has established a retention schedule for specific documents.

In accordance with established records retention requirements, the AAA shall keep the following documents for the period stated:

Permanent File
- Final audit report - agency original

3 Years
- Fiscal and programmatic monitoring and evaluation reports
- Documentation of technical assistance provided and correspondence relating to visits
- All other records and files.

6 years
- Contracts/agreements - after termination of the contract/agreement provided all audit findings are resolved.

7 years
- Source documentation for expenditures, meal delivery records, financial reports, etc.

SECTION AA – STAFFING

Reference: Information Memorandum 91-5, III-4, "Responsibilities of Area Agencies on Aging"
Administrative Requirements of Area Agencies on Aging

In accordance with Information Memorandum 91-5, III-4, the Division requires each AAA to maintain sufficient staff to ensure that administrative responsibilities are performed in an effective and efficient manner and in accordance with all Division policies, including planning and coordinating with federal, State and local agencies with resources to benefit older persons.

Adequate staff would include full time Executive Director, Planner, Information and Assistance (I&A) staff person, and a fiscal staff person. In addition, the AAA should have access to a nutritionist or dietitian.

There should be at least one full-time person to act in a professional capacity in handling financial transactions. This financial person must be located within the AAA and must report directly to the Executive Director. This person should have a working knowledge of the OAA, federal, State and local regulations involving in the funding of service programs to the elderly, grantee monitoring procedures, fund accounting techniques, and internal controls.

SECTION AB – TRANSFER OF TITLE III FUNDING

Reference: **Yearly Policy Memorandum**
OAA – Section 308 (b) (4 & 5), "Planning, Coordination, Evaluation, and Administration of State Plans"
45 C.F.R. §1321.45, "Transfer Between Congregate and Home-Delivered Nutrition Service Allotments"

The AAA may request transfers between Titles III B, C1 and C2 deemed necessary to carry out its programs. Transfers must be submitted to the Division as part of the yearly budget revision process.

Transfers requested by the AAA will be submitted in writing to the ACL. Once the Division receives approval from ACL, APCs will be revised to include the requested transfers. No transfers can be done by the AAA without prior approval of the Division and the Administration on Aging.

Transfers can only be made in current FFY funds. In accordance with current OAA regulations, transfers may be requested as follows:

- Not more than 30% between Parts B and C.
- Not more than 40% between Subparts C1 and C2.

If an AAA requires more than the permitted transfer percentage, a waiver must be requested and approved by the Division for the increased transfer amount.

SECTION AC – TRAVEL

Reference: **Standard Language Document for Social Service and Training Contracts, Section 5.20**

The amounts paid under Department contracts to the provider agency for staff travel, including conferences and registration fees, mileage reimbursement, meals and incidental expenses, parking and overnight lodging accommodations for employees who are compensated in whole or in part under the Department contract, are subject to the following conditions:

1. In-State and out-of-State travel must be directly related to the employee's duties as set forth in the contract.
2. No funding provided under the contract may be used for employee lodging if the travel is within 50 miles of the border of the state where the provider agency is located unless previously approved by the departmental component.
3. Travel costs may include mileage reimbursement, meals and incidental expenses up to, but not to exceed, the federal reimbursement rate in effect at the time of the employee travel.

The provider agency cannot approve any in-State travel reimbursement in excess of $250 per employee, per event, unless written approval is obtained from the departmental component prior to such travel.

Prior approval must be obtained from the departmental component for an employee's out-of-State travel regardless of the cost unless the travel is within 50 miles from the border of the state where the provider agency is located and the travel cost per employee is less than $250. Out-of-state travel that does not meet these requirements is not eligible for reimbursement without prior approval.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF AREA PLAN CONTRACT PROGRAMS AND SERVICES

REVISED 03/01/2021

SECTION AD – LISTING OF FINANCIAL MANAGEMENT PUBLICATIONS

Copies of the following publications should be made a part of the AAA's Financial Management Policy and Procedures Manual.

FINANCIAL MANAGEMENT PUBLICATIONS :

Older Americans Act of 1965 (42 U.S.C. §§ 3001 et seq.) as amended, specifically the Older Americans Act amendments of 2000 (Pub. L. No. 106-501) and the Older Americans Act amendments of 2006 (Pub. L. No. 109-365).

U.S. Department of Health and Human Services, 45 C.F.R. Part 1321-Title III Regulations, 45 C.F.R. Part 1322-Grants to Indian Tribes for Support and Nutrition Services, and 45 C.F.R. Part 1323-Grants for Supportive and Nutritional Services to Older Hawaiian Natives.

U.S. Department of Health and Human Services, Federal Awarding Agency Regulatory Implementation of Office of Management and Budget's Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 79 FR 75871, December 19, 2014.

U.S. Executive Office of the President, Office of Management and Budget Circular A-87, "Cost Principles for State, Local and Indian Tribal Governments."

U.S. Executive Office of the President, Office of Management and Budget Circular A-102, "Grants and Cooperative Agreements with State and Local Governments."

U.S. Executive Office of the President, Office of Management and Budget Circular A-110, "Uniform Administrative Requirements for Grants and Other Agreements with Institutions of Higher Education, Hospitals and other Non-Profit Organizations."

U.S. Executive Office of the President, Office of Management and Budget Circular A-133, "Audits of States, Local Governments, and Non-Profit Organizations."

SECTION AD – LISTING OF FINANCIAL MANAGEMENT PUBLICATIONS (CONT.)

N.J.S.A. 40A:11-1 et seq., also known as "Local Public Contracts Law."

Health Insurance Portability and Accountability of 1996 (HIPAA), Public Law 104-191, and the regulations promulgated thereunder by the U.S. Department of Health and Human Services (45 C.F.R. Parts 160 and 164).

Generally Accepted Accounting Principles (GAAP)

Generally Accepted Auditing Standards (GAAS)

Department of Human Services, “Contract Reimbursement Manual.”

Department of Human Services, “Contract Policy and Information Manual.”

Supplemental provision and Administrative Requirements of the Area Plan Contract.

AAA Administration policy memoranda.

PHILIP D. MURPHY
Governor

TAHESHA L. WAY
Lt. Governor

State of New Jersey
DEPARTMENT OF HUMAN SERVICES
Division of Aging Services
P.O. Box 807
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SARAH ADELMAN
Commissioner

LOUISE RUSH
Asst. Commissioner

DATE:	February 14, 2024	**NUMBER:**	2024-1; I-1
TYPE:	Policy Memorandum	**SUPERSEDES:**	None
SUBJECT:	2024 Poverty Guidelines	**DISTRIBUTION CODE:**	I
EFFECTIVE:	Immediately		

APPLICABILITY: Executive Directors, Area Agencies on Aging

REFERENCES: Federal Register of January 17, 2024, Volume 89, Number 11, pages 2961-2962

POLICY: The poverty guidelines are updated annually to account for changes in the cost of living as measured by the change in the average annual value of the Consumer Price Index or CPI-U. The 2024 guidelines in Attachment 1 are to be used in 2024 for determining the elderly population in greatest economic need. The Older Americans Act defines "greatest economic need" as the need resulting from an income level at or below the poverty line.

These guidelines must be used when counting consumers in the poverty categories in the Social Assistance Management System (SAMS) and in the "Quarterly Program Report - Part B: Expenditures and Utilization by Service Category." Only consumers with incomes at or below the poverty levels in this policy memorandum should be categorized as "poverty" for Area Plan Contract reporting purposes.

The poverty guidelines may be formally referenced as "the poverty guidelines updated periodically in the **Federal Register** by the U.S. Department of Health and Human Services under authority of 42 U.S.C. 9902(2)."

Executive Directors should share this policy memorandum with the coordinators of their Area Plan Contract reporting system and the contracted service providers, including individual nutrition sites.

If you have any questions regarding this policy, please contact Dennis McGowan, Manager AAA Administration, at Dennis.McGowan@dhs.nj.gov.

Louise Rush

Louise Rush, Asst. Commissioner
Division of Aging Services

LR/DM/am
Attachment: 1

Attachment 1

U.S. Department of Health and Human Services
2024 Poverty Guidelines

The following figures are the 2024 poverty guidelines published in the *Federal Register* on January 17, 2024. The figures represent annual income.

2024 HHS Poverty Guidelines			
Persons in Family	**48 Contiguous States and the District of Columbia**	**Alaska**	**Hawaii**
1	$15,060	$18,810	$17,310
2	$20,440	$25,540	$23,500
3	$25,820	$32,270	$29,690
4	$31,200	$39,000	$35,880
5	$36,580	$45,730	$42,070
6	$41,960	$52,460	$48,260
7	$47,340	$59,190	$54,450
8	$52,720	$65,920	$60,640
For families/households with more than 8 persons, add for each additional person:	$5,380	$6,730	$6,190

SOURCE: *Federal Register*, Volume 89, Number 11, January 17, 2024, Pages 2961-2962.

New Jersey Department of Human Services
Division of Aging Services

Service Definition Taxonomy

Effective January 1, 2025

CODE	SERVICE	SERVICE CATEGORY
101	Information and Assistance – contact	**Access**
102	APC Options Counseling – ½ hour	
104	Information and Assistance in the Field (Outreach) - contact	
105	Care Management – ½ hour	
106	Transportation – one-way trip (location to location)	
107	Assisted Transportation – one-way trip (location to location)	
108	Assistive Technology – item of assistance	
109	Language Translation & Interpretation - contact	
110	Public Information Services - activity	
208	Home Modification - hour	**In-Home Support**
209	Social Visiting – visit	
210	Telephone Reassurance – call	
211	Residential Maintenance/Heavy Chore – hour	
212	Housekeeping – hour	
213	Certified Home Health Aide – hour	
214	Visiting Nurse – hour	
217	Emergency – contact	
218	Homesharing/Matching – contact	
219	Housing Assistance - contact	
323	Personal Care - hour	
320	Support Group – session per participant	**Other Services**
321	Adult Day Services – Social – hour	
322	Adult Day Services – Medical – hour	
324	Adult Protective Services – contact	
325	Legal Assistance – hour	
326	Physical Health – contact	
327	Oral Health – contact	
328	Mental Health – hour	
329	Counseling – hour	
330	Physical Activity – session per participant	
331	Education – session per participant	
333	Socialization/Recreation – session per participant	
340	Money Management – hour	
300	Other Supplemental Service – to be determined	
435	Congregate Nutrition – meal	**Nutrition Support**
436	Home Delivered Nutrition - meal	
437	State Weekend Home Delivered Meals – meal	
438	Nutrition Education **–** estimated audience size	
439	Nutrition Counseling – hour	
441	Portable Nutrition – meal	
442	Groceries – unit of assistance	

National Family Caregiver Support Program (NFCSP) *Caregivers Serving Older Adults and Individuals with Alzheimer's and Related Disorders*		
CODE	**SERVICE**	**SERVICE CATEGORY**
700	NFCSP Caregiver Other Supplemental Service – to be determined	Supplemental Services
701	NFCSP Caregiver Information and Assistance – contact	Assistance: I&A
702	NFCSP Caregiver Options Counseling – ½ hour	Assistance: I&A
704	NFCSP Caregiver I&A in the Field (Outreach) – contact	Assistance: I&A
705	NFCSP Caregiver Care Management – 1/2 hour	Access Assistance: Case Mgmt
706	NFCSP Caregiver Transportation – 1 one-way trip (loc to loc)	Supplemental Services
708	NFCSP Caregiver Assistive Technology - 1 item of assistance	Supplemental Services
709	NFCSP Caregiver Home Modification – 1 hour	Supplemental Services
710	NFCSP Caregiver Public Information Services – activity	Information Services (public)
711	NFCSP Caregiver Residential Maintenance – hour	Supplemental Services
712	NFCSP Caregiver Housekeeping – hour	Supplemental Services
713	NFCSP Certified Home Health Aide (Respite) – hour	Respite Care
714	NFCSP Visiting Nurse (Respite) – visit	Respite Care
716	NFCSP Caregiver Supplies	Supplemental Services
717	NFCSP Caregiver Emergency Services – contact	Supplemental Services
719	NFCSP Caregiver Housing Assistance - contact	Supplemental Services
720	NFSCP Caregiver Support Group – session per participant	Support Groups
721	NFCSP Adult Day Services – Social (Respite) – hour	Respite Care
722	NFCSP Adult Day Services – Medical (Respite) – hour	Respite Care
725	NFCSP Caregiver Legal Assistance – hour	Supplemental Services
726	NFCSP Physical Health – contact	Supplemental Services
727	NFCSP Caregiver Training	Training
731	NFCSP Caregiver Education – 1 session per participant	Training
733	NFCSP Socialization/Recreation – 1 session per participant	Supplemental Services
735	NFCSP Caregiver Congregate Nutrition- meal	Supplemental Services
736	NFCSP Caregiver Home Delivered Nutrition - meal	Supplemental Services
740	NFCSP Caregiver Counseling – 1 session perparticipant	Counseling
741	NFCSP Professional Educ. and Supp. – 1 sess. per part.	Training
742	NFCSP Trained Volunteer Assistance (Respite) – visit	Respite Care
743	NFCSP Wander Safety System – contact	Supplemental Services
750	NFCSP Respite (Other)	Respite Care
751	NFCSP Respite (In-Home)	Respite Care
752	NFCSP Respite (Out of Home – Day)	Respite Care
753	NFCSP Respite (Out of Home – Night)	Respite Care

National Family Caregiver Support Program (NFCSP) Older Relative Caregiver (ORC) *Older Relatives Providing Care to Children and Adults with a Disability*		
CODE	**SERVICE**	**SERVICE CATEGORY**
800	NFCSP ORC Other Supplemental Service – to be determined	Supplemental Services
801	NFCSP ORC Information and Assistance – contact	Assistance: I&A
802	NFCSP ORC Options Counseling	Assistance: I&A
804	NFCSP ORC I&A in the Field (Outreach) – contact	Assistance: I&A
805	NFCSP ORC Care Management – 1/2 hour	Access Assistance: Case Mgmt
806	NFCSP ORC Transportation – one-way trip (location to location)	Supplemental Services
808	NFCSP ORC Assistive Technology – 1 item of assistance	Supplemental Services
809	NFCSP ORC Home Modification – 1 hour	Supplemental Services
810	NFCSP ORC Public Information Services – activity	Information Services
811	NFCSP ORC Residential Maintenance – hour	Supplemental Services
816	NFCSP ORC Supplies	Supplemental Services
817	NFCSP ORC Emergency – contact	Supplemental Services
820	NFSCP ORC Support Group – session per participant	Support Groups
825	NFCSP ORC Legal Assistance – hour	Supplemental Services
826	NFCSP ORC Physical Health – contact	Supplemental Services
827	NFCSP ORC Training	Training
831	NFCSP ORC Education – 1 session per participant	Training
833	NFCSP ORC Socialization/Recreation – 1 session per participant	Supplemental Services
840	NFCSP ORC Counseling – 1 session perparticipant	Counseling
850	NFCSP ORC Respite (Other)	Respite Care
851	NFCSP ORC Respite (In-Home)	Respite Care
852	NFCSP ORC Respite (Out of Home – Day)	Respite Care
853	NFCSP ORC Respite (Out of Home – Night)	Respite Care

SERVICE: **INFORMATION & ASSISTANCE**

CODE: **101**

CATEGORY: Access

UNIT: Contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: A service that:

- Gathers information from individuals related to their concerns,problems and needs;
- Provides current information regarding opportunities and services available to individuals within their local communities;
- Links to available services and opportunities; and
- Provides adequate follow-up to ensure that concerns have been addressed.

COMPONENTS: Service activities include the following:

- Develop a rapport utilizing appropriate listening and communication skills.
- Conduct a brief intake to help identify specific needs.
- Ensure you understand the stated needs by paraphrasing what was said.
- Provide information that responds to the individual's identified need.
- Provide appropriate referrals based on the individual's identified needs.
- Advocate on behalf of those who need special support; assisting themto connect to required resource.
- Summarize your communication to ensure that all concerns havebeen addressed.

Service	Examples of 1 Unit
Information and Assistance	(1) An individual calls or goes to AAA and I&A provides the needed information over the phone or in person (2) I&A returns a call to the individual to provide the information (3) I&A mails relevant information to the individual (4) The individual requests and receives information from I&A via email (5) The individual requests and receives information from I&A via postal mail (6) I&A follows-up with the individual via telephone to ensure that the individual is satisfied with service received

The AAA and APC contracted providers will select Care Program "APC Services" with the designated service "Information and Assistance" to record units of service for individuals of any age.

Service	Example
I&A **IS**	(1) Assistance with completing and submitting an application. (2) Provide phone numbers of three agencies that can potentially meet the identified need (housekeeping services, dog walkers, snow removal, etc.). (3) Identify crisis situations and refer or transfer appropriately.
I&A **IS Not** Public Information Services	<u>These are Public Information Services:</u> (1) Giving a presentation about available services at a Senior Center (2) Having a table with service information at a health fair (3) The use of mass media, such as newsletters, television, radio, internet, social media, brochures, media spots, group presentations, public events (such as health fairs, etc.), shall be counted as Public Information Services, if it meets the taxonomy requirements.
I&A **IS Not** I&A in the field	<u>These are I&A in the field (outreach):</u> (1) Going to a senior housing building or other targeted areas and knocking on residents doors to inform them of services.
These examples are not meant to be inclusive. They are meant to share a few scenarios where certain services would be used.	

STANDARDS: Information and Assistance services shall meet or exceed the following:

- Complete DoAS training.
- Sufficient I&A staff to perform the duties required of this service.
- Provide the service in a variety of settings based on the individuals' preference. Locations shall be:
    - Sufficient in number to ensure that all individuals, within the planning and service area have reasonably convenient access.
    - Sufficient in space to ensure comfort and confidentiality.
    - Accessible to individuals with disabilities.
    - Display an appropriate form of agency identification.
- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide Information &Assistance in the language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-5, I-5) or interpreter as needed.
- If an individual is requesting a service that is not offered, maintain alist of such requests for future planning needs.
- Maintain an accurate and up-to-date community resource database; including emergency preparedness information.
- Utilize the state designated database to capture all required components of the contact as well as to enter unit(s) of service delivery.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection(ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken bythose participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement). *NOTE: Information and Assistance can be provided to any individual above the age of 18, if the individual is a caregiver, (701) Caregiver Information & Assistance may be more appropriate.*

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services'Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **AREA PLAN CONTRACT (APC) OPTIONS COUNSELING**

CODE: **102**

CATEGORY: Access

UNIT: Each 1/2 hour

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: APC Options Counseling is an interactive decision-support process thatassists individuals, family members and/or significant other to determine appropriate long-term care choices. Individuals' needs, preferences, values, culture and circumstances are all considered in providing this service. More specifically, APC Options Counseling helpsindividuals to identify appropriate programs and services to meet the identified care needs; including non-Medicaid Federal, State, County, Municipal, locally-funded and private pay options.

COMPONENTS: Service activities include:

- APC Options Counseling is conducted utilizing the results of the NJ Screen for Community Services (NJ SCS); for individuals age 60 and above who are not seeking MLTSS or do not qualify for FFP Options Counseling.
- Utilizing the results of the *NJ SCS*, to evaluate the appropriateness of specific referrals and provides education concerning programs and services to meet the identified care needs; including non-Medicaid, Federal, State, County, Municipal, locally-funded and private pay options. Individuals' identified needs, expressed preferences, and values of the individual must be considered to ensure a person-centered approach.

- Empower the individual, family member or significant other by providing information regarding a range of service possibilities which enables informed-decision making.

- Provide information related to services and supports for future anticipated care needs.

- When appropriate, utilize additional screening tools (such as *NJ Helps* or *Benefits Check Up),* to determine potential eligibility for alternative service and support options.

- Assist individuals with applications for any non-Medicaid public benefit program, including direct intervention, advocating on behalfof an individual, as needed, to obtain services, supports, or benefits.

- Link individuals with appropriate service providers to ensurenecessary benefits/services can and will be provided.

- All consumer files must be kept confidential in controlled access files.

STANDARDS: The APC Options Counseling service must meet or exceed the followingstandards:

- Initiated at the conclusion of the NJ SCS, the APC Options Counseling shall be provided over the telephone or in-person at the individual's home or during an office visit.

- Staff providing APC Options Counseling must have training and experience, to effectively determine the individual's needs and matchthose needs with appropriate services.

- Documentation of the APC Options Counseling discussion is to be included within the narrative section of the NJ SCS, this is to include programs and services discussed, and the individual's expressed interest in pursuing such next steps required to access services.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice ofNondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **INFORMATION AND ASSISTANCE IN THE FIELD (Outreach)**

CODE: **104**

CATEGORY: Access

UNIT: Each Contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: An activity conducted to encourage and raise awareness in individuals regarding benefits and/or programs that may be available to them. Initiated by the service provider, this service locates and identifies individuals who may be in need of service(s).

COMPONENTS: Service activities shall include:

- Identify individuals who may be in need of services.
- Initiate contact with the identified individual to inform the individual of programs that may be available to meet needs, encouraging the individual to utilize the service(s).
- Initiate a follow-up contact in case the individual requires additional information and/or encouragement.
- When contact is made at an individual's home or any location, staff shall display an appropriate form of agency identification.

Service	Example
I&A in the field (outeach) IS	Going to a senior housing building or other targeted areas and knocking on residents' doors to inform them of services. I&a in the field is a one-on-one contact between a service provider and a consumer.
I&a in the field (outreach) IS NOT Public Information Services	These are Public Information Services: Giving a presentation about available services at a Senior Center Having a table with service information at a health fair The use of mass media, such as newsletters, television, radio, internet, social media, brochures, media spots, group presentations, public events (such as health fairs, etc.), shall be counted as Public Awareness, if it meets the taxonomy requirements.
These examples are not meant to be inclusive. They are meant to share a few scenarios where certain services would be used.	

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the

consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.

- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice ofNondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement)

SERVICE: **CARE MANAGEMENT**

CODE: **105**

CATEGORY: Access

UNIT: Each 1/2 hour

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ADLs, IADLs,ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: Care Management is a collaborative process or activity including, but is not limited to, care planning, service coordination, Plan of Care (POC) monitoring, and advocacy provided by a qualified professional Care Manager. Care Management is intended to meet the care needs of vulnerable and/or functionally impaired participants who require the delivery of one or more services, cannot manage the coordination of these services on their own, and not currently receivingany other comprehensive care management services.

COMPONENTS: Service Activities shall include:

- **Assess Participant's Needs:**
  Use the Screen for Community Services (SCS) to assess the needs of the participant, including the ability of the participant to obtain, arrange, and manage his or her own care. The Care Manager may utilize the SCS results from another staff person in the AAA, or by an agency which is contracted specifically for this purpose. Screeners shall obtain consent for release of information. The details of the verbal consent shall be documented in the participant's record located in the state designated database. The DoAS LTSS "Authorization for Release of Information" shall be mailed or given to the participant for their signature. Returned forms may be scanned and uploaded into the consumer record in the state database.

- **Develop a Care Plan:**
  Develop an individualized plan of care (POC) based on assessment of the participant's needs and eligibility for services and in collaboration with the participant. The POC shall include goals, back up plans, and reassessment date. Starting with the date of referral (the date a consumer is formally assigned to a Care Manager), the Care Manager shall:
  - Contact the participant within three business days
  - Conduct an in-home visit with theparticipant within seven business days

- Sign and complete the participant's POC within 30 calendar days.

Based on the assessed needs, unmet needs, and unique requirements for the provision of the service, the POC shall identify and authorize the type, amount, frequency, duration and provider (including informal) of each service.

- **Implement Care Plan:**
  Obtain formal and informal services according to an individualized care plan. This includes advocacy on behalf of the participant: to interpret, apply for, and secure benefits and services.

- **Monitor Care Plan Services:**
  The Care Manager shall at a minimum:
  - Oversee and monitor the participant, the provider, and the delivery of services to ensure quality, effectiveness, and compliance with the participant's POC and make revisions as necessary.
  - Contact the participant monthly.
  - Visit the participant in any communitysetting every three months.
  - Every six months, one of those visits shall take place in the residence of the participant.
  - Be responsible for monitoring and advising participants who are at risk of disenrollment from the programs or services.

- **Reassess Care Plan:**
  - At a minimum, annually
  - If there are any changes in the participant's condition(s), or service needs, a new SCS is required.
  - Evaluate to determine if Care Management services are still appropriate to continue.
  - If Care Management services are no longer needed, the case shall be reviewed with the Care Management Supervisor. Notice of case closure shall be provided in writing per program requirements to the individual or their designee and documented. Appropriate time shall be allowed for the individual to transition to another program, or independent service management, and assure continuity of care.
  - Minimum requirements to be included in a Notice of Case Closure: Reason for case closure; appeal process; offer to assist in the future if needed; and other information appropriate to the county or consumer.

  - The Care Management agency (if not the AAA) shall coordinate with the AAA to assure that duplication is not occurring with MLTSS by verification in Molina/ NJMMIS.

- **Document Care Management Services:**

Maintaining records, preparing reports, and other efforts necessary to provide Care Management services. Case note and POC may be scanned and uploaded as an attachment to the consumer record in the state designated database.

STANDARDS: Care Management services shall meet or exceed the following standards:

- Each program shall utilize staff that meet the following Care Manager Qualifications

Care Managers shall be:
○ Licensed or certified social worker in accordance with N.J.S.A. 45:15BB-1 et seq. and N.J.A.C. 13:44G, **OR** ○ Registered nurse in accordance with N.J.S.A. 45:11-23 et seq. and N.J.A.C. 13:37, **OR** ○ Graduate of an accredited college or university with a Bachelor's degree, or higher, in a health-related field or behavioral science field, and one year equivalent of compensated work or internship experience with the elderly or physically disabled in an institutional or community setting.
The license, certification and educational requirements for care manager supervisors and care managers may be waived for any care manager supervisor or care manager employed in such position prior to December 31, 2017.

- Within the first 30 days of employment as a Care Manager, shall complete an orientation provided by the AAA/ADRC regarding theAging and Disability Resource Connection (ADRC) process.
    - Care Managers shall attend annually a minimum of at least one continuing education training course or seminar related to older adults or persons with disabilities.

- Each participant shall be assigned to a specific Care Manager.

- Under the direction of a Care Manager, Paraprofessionals may be utilized for activities including but not limited to: making follow up calls (excluding monthly care management calls), gathering documents, copying, and other administrative program support.

- Each care plan shall be developed with the participant or the participant's guardian or designated representative, signed and dated by all parties. The Care Plan document is the DoAS Form WPA-2.
- The POC shall be designated as open or closed. If closed, the POC shall have an end date.

- All case files, both paper and electronic shall be kept confidential in secured files.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the AreaAgency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **TRANSPORTATION**

CODE: **106**

CATEGORY: Access

UNIT: Each one-way trip (location to location)

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Conveyance to and/or from community facilities andresources for the purpose of acquiring/receiving available services, benefits, or entitlements.

COMPONENTS: Service activities shall include:

- Demand/Response transportation characterized by flexible routing and/or scheduling of vehicles to provide door-to-door service on demand.
- Fixed Route transportation designed to provide a destinationoriented service along a predefined route.
- Emergency Response transportation characterized by an unscheduled response to an individual's immediate and unforeseen need for transportation-generally of a medical nature.

***NOTE*:** Transportation service does not include any other service activities, such as: **(a)** escort services/assistive transportation, (b) meal delivery/home delivered nutrition or (c) transportation services which are included in the provision of another service, such as a bus trip within a socialization/recreation activity. This service does not include direct subsidy to ageneral reduced fare program to a public or private transit system.

STANDARDS: Transportation services shall meet or exceed the following standards:

- The program shall ensure that all vehicles and associated equipment are maintained in proper working condition, and that appropriate maintenance and safety procedures are in place.
- The program shall ensure that all vehicles have appropriate liability insurance coverage.

- The program shall ensure that all drivers are appropriately licensed and physically able to safely drive the program vehicles.

- The program shall ensure that all drivers receive appropriate training in the operation of their vehicles, in the use of any associated equipment, in defensive driving techniques, and techniques for coping with medical emergencies. Drivers shall be evaluated on a periodic basis.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement). *NOTE: Information and Assistance can be provided to any individual above the age of 18, if the individual is a caregiver, (701) Caregiver Information & Assistance may be more appropriate.*

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy

should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services'Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **ASSISTED TRANSPORTATION**

CODE: **107**

CATEGORY: Access

UNIT: Each one-way trip (location to location)

OAAPS CATEGORY: Cluster 2

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: A service that provides an escorted linkage to enable them to utilize community facilities and services, such as banks, stores, medical resources, and other necessary destinations which consumers are unable to access due to mobility barriers.

COMPONENTS: Service activities shall include:

- Determining that services are needed due to the fact that there is no family member, other responsible informal caregiver, or other formal transportation program available or capable of providing such services.

- Transporting the consumer for food, clothes and other essentials or running essential errands, such as picking up prescription medicines or going to the bank.

- Accompanying the consumer to a service/facility that includes providingall necessary assistance that the consumer needs in order to utilize the service/facility: such as climbing stairs, entering doorways, crossingstreets, and carrying packages.

- Ongoing monitoring by the provider to detect changes in consumer's condition, and providing referral to establish a necessary linkagewith the appropriate agency.

NOTE: In the event that consumers normally using Assisted Transportation services are occasionally unable to accompany the service provider on a regularly scheduled and essential errand, due to illness or other circumstances, the service provider may perform the errand without the consumer and may count this as a "one way trip" of Assisted Transportation services.

STANDARDS: Assisted Transportation service shall meet or exceed the following standards:

- Services shall be structured to serve the frail, at risk, and/or homebound elderly person who, without this help, would remain isolated from services.

- Only essential errands shall be provided to enable the program to serve the greatest number of older persons in need.

- Services shall be provided in a manner to ensure that primary decision-making ability remains with the individual being served.

- The Assisted Transportation provider shall be trained and sensitized to the situations and needs of the older population, including the special skills needed to aid in the service.

- A mechanism shall be in place to enable providers to work cooperatively with other involved agencies as to consumer status andproblems.

- Proper supervision shall be available to workers to help resolve problems, conflicts, and to provide additional technical assistance as needed.

- Programs shall maintain adequate insurance coverage to protect workers from the risk inherent in the transportation of consumers.

- Persons performing Assisted Transportation service shall possess a valid driver's license and a safe driving record.

- Services can be provided using mass transit, the provider's own vehicle, consumer's own vehicle, or any other vehicle for which permission has been granted to be used for Assisted Transportation.

- Compensation should be paid to the provider who utilizes his/her own vehicle or a mass transit system for the provision of Assisted Transportation.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken bythose participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement). *NOTE: Information and Assistance can be provided to any individual above the age of 18, if the individual is a caregiver, (701) Caregiver Information & Assistance may be more appropriate.*

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services'Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **ASSISTIVE TECHNOLOGY**

CODE: **108**

CATEGORY: **Access**

UNIT: **Each item of assistance**

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Assistive technology is a service to aid individuals to help maintain independence, reduce social isolation, enable socialization, help perform activities that might otherwise be difficultor impossible. Assistive technology includes devices or services that range from very high technology to very low or no technology.

Service	**Example**
Assistive Technology **IS**	(1) Loaning a tablet out to consumers who are homebound and guiding them through their use of the device. (2) Providing consumers with an automatic jar opener and guiding them through the use of their device.
Assistive Technology **IS NOT**	I&A I&A is providing the phone numbers of three agencies that can potentially meet the identified assistive technology need.
Assistive Technology **IS NOT**	Physical Health Medical and other health related devices that might be classified as assistive technology shall be classified under the taxonomies related to Physical Health (326, 726, 826).
Note: Other services that include the purchase or use of assistive technology devices (i.e. tablets used at a senior center) shall be classified under the appropriate service program and are excluded under this service.	

COMPONENTS: Service activities shall include:

Identification of potential consumers:

- Participants shall be identified through caseworkers, or referrals from other agencies, caregiver, family orself-identification, and seeking information on acquiring assistive device or service to maintain the consumer's independence, reduce social isolation, enable socialization or the performance of activities that might otherwise be challenging or impossible.

Assessment of consumer's needs:

- Conduct a general inquiry of the consumer's need for assistancewith maintaining independence, reducing social isolation, socialization or performing activities that might otherwise be challenging or impossible.
- Determine the category of appropriate item for the consumer,which can include a technological device to:
    - Enable/enhance communication opportunities (tablet, smart phone, for example); or,
    - Provide in-home or off-site health and safety monitoring (wearables, sensors remote video monitoring, door sensors, telemedicine, sensor mats, fall detectors, for example); or,
    - Provide reminders and assistance (voice activated speaker,virtual assistant, reminder system, for example); or,
    - Help the consumer to maintain independence (automatic jar opener or robotic vacuum, for example).
- Assess (preferably in-person) the most appropriate level of technology (which can be as low tech as an automatic jar opener or as high tech as a tablet) and the type of item required to satisfythe need identified in the screening.

Plan Development:

In collaboration with the consumer:

- Utilizing the assessment that was completed, develop a plan that identifies whether the consumer requires assistance, how that assistance might be provided through assistive technology and provides for the delivery or encouragement of the use of that assistive technology.
- Identify specific assistive technology item (such as a product system acquired commercially or an existing item that is modified or customized). Please note that the decision as to which item of assistance is appropriate for the consumer shall be made in consultation with the consumer in line with person centered planning.
- Provide brief overview of terms and conditions for use of the device mentioned below under Plan Implementation.
- Address the provision of instructional materials, hands-on demonstration of any device, explanation of length of period for device use, and responsibilities of parties involved.
- Address whether the purchase of a device, internet/Wi-Fi, or broadband access is necessary if not otherwise available to the consumer.
- Address the installation or set-up of a device.

NOTE: If eligible, a consumer's phone or internet access plans shall be coordinated with existing programs such as FCC's Lifeline programs before the use of APC funds for such services: https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications prior to the use of OAA funds for the purchase of cellular or internet access.

Plan Implementation:

- Prior to the consumer taking possession of an assistive device or service , the consumer shall agree to the terms and conditions for use of the item (by signing an electronic or hard copy), which shall include but not be limited to:
    - Information regarding any requirement for consumer toattend device training, information on assistance and troubleshooting;
    - Information regarding maintenance of the item;
    - Information regarding responsibility for any costs,procedures for damages, theft or loss;
    - Terms of lending, if applicable, and length of loanperiod;
    - Information regarding the requirement for reassessment of plan and monitoring of the device;
    - Information on the frequency of reassessment;
    - Information on whether the device may be used by individuals in the home who are younger than age 60; and
    - Information on how upgrades to software will be provided.
- The plan implementation shall include the provision of hands-on device training, which shall require the consumer to demonstrateproficiency with item to ensure appropriate use. If a demonstration is conducted without the consumer's hands-on access to the device, the provider shall make every effort to demonstrate the device in other ways.

NOTE: Items loaned to consumers shall not be single-use items, but shall be loaned to consumers on a short-term basis and returnable to the program.

Monitoring of services:

- Monitoring of the use of the technology on a regular basis isrequired.
- The device shall be repaired and maintained and security and system updates shall be installed throughout the agreement with the consumer.

Reassessment of plan:

- A reassessment to determine consumer's use and continued need for the device(s) shall be required on a regular basis.
- The reassessment plan shall include a review of the agreement required as part of Plan Implementation.

STANDARDS: Assistive Technology shall meet or exceed the following standards:

- Services shall be aimed at enhancing the consumer's dignity and maximum level of functioning.
- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information s be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement). *NOTE: Information and Assistance can be provided to any individual above the age of 18, if the individual is a caregiver, (701) Caregiver Information & Assistance may be more appropriate.*

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services'Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **LANGUAGE TRANSLATION & INTERPRETATION**

CODE: **109**

CATEGORY: Access

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Services for explaining oral and written communication to non-English speaking, limited English speaking, hearing impaired, or other functionally impaired persons.

COMPONENTS: Service activities shall include:

- Determining that language translation and interpretation services are needed due to the fact that the consumer is unable to access services due to a language barrier.
- The purchase or direct provision of bilingual interpreting services for persons with limited or no English skills or interpreters capable of facilitating communication for persons with hearing or other impairments.
- Providing information about programs and services for which the consumer may be eligible and providing referral to proper services asnecessary.
- *NOTE*: Training of service providers for purposes of developing or improving the ability of their bilingual or signing staff to deliver services, while important, is not counted as units of this service. Additionally, the activities of staff that possess bilingual, signing, or other communication skills functioning in other programs (i.e. psychotherapy by a Spanish-speaking therapist in a mental health clinic) shall be classified under the appropriate service program and are excluded under this service.

STANDARDS: Services shall meet or exceed the following standards:

- Language translation and interpretation shall be provided in a

manner to ensure that primary decision making ability remains with the older individual being served.

- All efforts of the Language Translation and Interpretation provide shall be designed at achieving and/or maintaining the consumer's dignity and maximum level of functioning.

- Providers of Language Translation and Interpretation shall be fluent in the necessary language(s) or in sign language or other communication modes appropriate for the impaired older person.

- A mechanism shall be in place to enable Language Translation and Interpretation providers to work cooperatively with other involved agencies as to consumer status and problems.

- Arrangements shall be made so that service is provided in the environment which will most benefit the consumer (i.e. Social Security office, bank, doctor's office, etc…).
- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that

donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **PUBLIC INFORMATION SERVICES**

CODE: **110**

CATEGORY: Access

UNIT: Each activity

Service	Examples of Units
Public Information Services	1 Unit: Giving a presentation about available services at a Senior Center 2 Units: Giving a presentation at a senior center about available services at a Senior Center (first unit) that is recorded and posted (second unit) on various social media outlets

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: An activity that conveys information about available services to a group of consumers or the general public, including, but not limited to, in-person interactive presentations, booths at public events, or publications and publicity campaigns. This service is not tailored to the needs of an individual.

COMPONENTS: Service activities may include:

- Information provided by staff or volunteers to increase therecognition, accessibility and availability of programs and services offered by the Area Agency on Aging/Aging and Disability Resource Connection (AAA/ADRC) and other related agencies.

Service	Example
Public Awareness **IS**	(1) Giving a presentation about available services at a Senior Center or senior building (2) Having a table with service information at a health fair (3) The use of mass media, such as newsletters, television, radio, internet, social media, brochures, media spots, group presentations, public events (such as health fairs, etc.), shall be counted as Public Awareness, if it meets the taxonomy requirements.

Public Awareness **IS NOT** Outreach	<u>These are Outreach:</u> (1) Going to a senior housing building and knocking on residents door to inform them of services. (2) Initiating telephone or email contact, or otherwise contacting individuals whose information has been identified by a senior center or other community resources and given to the AAA. (3) Public Awareness is <u>NOT</u> a one-on-one contact between a service provider and a consumer.

Public Awareness **IS NOT** I&A	<u>These are I&A:</u> (1) Assistance with completing and submitting an application. (2) Provide phone numbers of three agencies that can potentially meet the identified need (housekeeping services, dog walkers, snow removal, etc.). (3) Identify crisis situations and refer or transfer appropriately. (4) Public Awareness is not conducted in response to inquiries, such as a call or email from an individual. The response to such inquiries shall be counted as Information & Assistance contacts, if it meets the taxonomy requirements

STANDARDS: Public Awareness/Information shall meet or exceed the following:

- Information or materials provided are relevant to the targetpopulation.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **HOME MODIFICATION**

CODE: **208**

CATEGORY: Home Support

UNIT: Each Hour

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: The provision of minor home adaptations or structural modifications, such as adding ramps and grab bars or widening doorways, to facilitate one's ability to live safely and independently at home.

COMPONENTS: Service activities shall include:

- Tasks, such as replacing door locks, caulking windows, changing screens and storm windows, minor repairs to appliances; and other minor home repairs which are necessary.
- The provision of weatherization improvements, housing improvements which may deter crime, installation of handrails or ramps to meet the special needs of individual elderly people due to physical disabilities; improvements and repairs to roofs, siding, doors and windows, foundation, floors, interior plumbing, electrical, and painting done to prevent deterioration and in conjunction with repairs.
- This service is intended to maintain the person's health and safety in the home, not for purely aesthetic improvements to the home
- The service does not include repairs that are the responsibility of a landlord.
- A work order shall be signed by the client confirming the work to be done and the approximate date and time of day the service worker will arrive at the client's residence. Each service shall include a job completion procedure, which includes verification that work is complete and accurate; and acknowledgment by the consumer that work is acceptable.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.

- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement). *NOTE: Information and Assistance can be provided to any individual above the age of 18, if the individual is a caregiver, (701) Caregiver Information & Assistance may be more appropriate.*

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services'Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **SOCIAL VISITING**

CODE: **209**

CATEGORY: Home Support

UNIT: Each visit

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: a service where a paid or volunteer, screened, compatible individual provides regular in person contact to socially and/or physically isolated individuals for purposes of providing social connection.

COMPONENTS: Service activities shall include:

- Visiting by paid or volunteer staff to consumers to provide conversation and assist with activities, such as letter writing, reading, household budgeting, and other similar activities.
- Ongoing monitoring and early detection of changes in consumer's condition, and providing referral, if necessary, to establish a linkage with the appropriate agency.
- NOTE: social visiting shall not be reported as a separate service when it is a subordinate and integral part of another service.

STANDARDS: Social Visiting services shall meet or exceed the following standards:

- Written procedures shall be developed for screening prospective consumers and visitors to attempt to match persons who are compatible. The screening process shall include contacting at least two character references for the potential visitor to protect the safety of the consumer.

- Each visitor shall receive an orientation training which covers: the needs of isolated and/or homebound elderly persons; the function and limitations of a visitor; communication and interpersonal skills; and emergency procedures.

- A staff person shall be designated to provide direction to visitors and to be available to contact in emergencies or problem situations.

- Each visitor shall agree not to solicit compensation of anykind, attempt the sale of any merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy while making a visit.

- Social Visiting can be provided to individuals in their ownhomes or to those in long-term care facilities who are in need of social contact.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-

  13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance

policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **TELEPHONE REASSURANCE**

CODE: **210**

CATEGORY: Home Support

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: An organized service that provides regular contacts to homebound persons to assure their well-being and safety and toprovide social interaction and psychological reassurance.

COMPONENTS: Service activities shall include:

- Scheduled contact by paid or volunteer staff to individuals in order to determine if they are safe and well, and to provide social contact and conversation.
- Activating an emergency plan for consumer(s) if contact is unanswered.
- Ongoing monitoring and early detection, by the callers, of changes in consumer's condition, and providing a referral to establish a necessary linkage with the appropriate agency.
- NOTE: Telephone Reassurance shall not be reported as a separate service when it is a subordinate and integral part of another service.

STANDARDS: Telephone Reassurance services shall meet or exceed the following standards:

- Procedures shall be developed for screening prospective consumers and callers to attempt to match persons who are compatible. The screening process should include contacting at least two character references for the potential callers to protect the safety of the participants.
- Each telephone reassurance caller shall receive an orientation training which covers: the needs of isolated and/or homebound elderly persons; the function and limitations of a caller; communication and interpersonal skills; and emergency procedures.
- Telephone reassurance can be provided to individuals in their own homes or to those in long-term care facilities who are in need of social contact.
- A staff person shall be designated to provide direction to callers and to be available to contact in emergencies or problem situations.

- Each caller shall agree not to solicit compensation of any kind, attempt the sale of any merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy while making a Telephone Reassurance call.
- Each program shall establish and provide all callers with a copy of procedures to be followed in emergencies or when a consumer does not answer (or call) as arranged. These procedures should include:
    - Provision for an immediate visit to the consumer's home by program staff or emergency service personnel (i.e., police, ambulance, fire department, etc.).
    - Contact of the emergency contact on-file for the participant.
    - Verification that either subsequent contact has been made with the consumer or that the consumer's location is identified.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **RESIDENTIAL MAINTENANCE/HEAVY CHORES**

CODE: **211**

CATEGORY: Home Support

UNIT: Each hour

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ADLs, IADLs, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: A service provided by a volunteer or paid staff person for intermittent household care, yard care or heavy chores to individuals whose health and safety are threatened because they cannot perform these services by themselves and/or are at risk of institutional placement.

COMPONENTS: Service activities shall include:

- Performance of heavy household tasks provided in a person's home and possibly other community settings. Tasks may include yard work or sidewalk maintenance in addition to heavy housework.
- Labor-intensive unskilled tasks which can be provided by non- professional staff such as moving furniture; yard and walk-way care; removing snow and raking leaves; seasonal upkeep activities, such as cleaning attics, basements, and garages.
- A work order shall be signed by the client confirming the work to be done and the approximate date and time of day the service worker will arrive at the client's residence. Each service shall include a job completion procedure, which includes verification that work is complete and accurate; and acknowledgment by the consumer that work is acceptable.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **HOUSEKEEPING**

CODE: **212**

CATEGORY: Home Support

UNIT: Each hour

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ADLs, IADLs, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: A service provided by a volunteer or paid staff person for routine basic upkeep and management of the home, for the purpose of enabling consumers to maintain living in their place of residence by removing housekeeping barriers.

COMPONENTS: Service activities shall include:

- Light or heavy housecleaning services, such as laundry, dusting, mending, cleaning, meal preparation, washing floors, etc., that can be provided by non-professional staff.
- Performance of routine errands, such as grocery shopping or purchasing prescribed medications.
- Ongoing monitoring by housekeeping staff to detect changes in consumer's condition, and provide referral, if necessary, to establish alinkage with the appropriate agency.

STANDARDS: Housekeeping services shall meet or exceed the following standards:

- Housekeeping services shall be provided in a manner to ensure that primary management responsibility for the home remains with the individual being served.
- Housekeeping providers shall be trained and sensitized to the situations and needs of the population they will be serving.
- A mechanism shall be in place to enable Housekeeping providers to work cooperatively with other involved agencies as to consumer status and problems.
- Appropriate supervision shall be available for workers to help resolve problems or conflicts which may result from their relationship with the consumer, and to provide additional

technicalassistance, as needed.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice

of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **CERTIFIED HOME HEALTH AIDE**

CODE: **213**

CATEGORY: Home Support

UNIT: Each hour

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ADLs, IADLs, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: General support by certified and professionally supervised home health aides to maintain, strengthen, and safeguard the functioning of individuals in their own homes during periods of illness or severe instability.

COMPONENTS: Service activities shall include:

- Performance of daily personal care activities, such as feeding, bathing, grooming, personal hygiene, dressing, exercising, assisting with bed mobility and ambulation, and assisting with self-administered medication.
- Performance of **light** household tasks related to health maintenance services, such as cleaning bathroom after assisting consumer with bath, cleaning kitchen after assisting consumer with meals,changing bed linen after assisting consumer with bath and/or bed mobility, laundering of towels, bed linen, etc.
- Prepare and serve meals including special diets.
- Performance of **light** housekeeping tasks, such as sweeping, dusting, ironing, and mending of clothes, etc.
- Instructions to individual or family members in home management, the care of dependent members of the household, and in self-care.
- Provision of necessary emotional and social support.

STANDARDS: Certified Home Health Aide services shall meet or exceed the following standards:

- Certified Home Health Aide services funded by the AAA should prioritize services for individuals who are chronically physically

disabled who would not otherwise qualify for services under any other program. Referrals from hospitals, doctors or other health care professionals should be prioritized

- The agency shall meet and comply with all required rules, regulations, and standards set by the cognizant accrediting agency.
- All staff providing the service shall be fully trained and professionally qualified and receive certification from the State Board of Nursing.
- The agency shall maintain, follow, and continually update a training and supervision program to make sure staff are fully trained and familiar with agency procedures.
- All requests for service shall be processed within a reasonable time of receipt, including identification of possible eligibility for service funded from another source other than the AAA.
- Care assessments shall be started within three **(3)** working days after receipt of application.
- A plan of care shall be developed for each new participant within five **(5)** working days after enrollment.
- All plans of care and other participant records shall be kept in a secure location to protect confidentiality.
- Caseloads shall be continually reviewed to ensure priorityparticipants are being served.
- Participant needs shall be reassessed every six **(6)** months or more frequently, with revisions made in the plan of care as necessary; any observed changes must be immediately noted in the participant plan of care.
- Participants shall be provided with information on how other needed services (e.g., Medicare, Medicaid, SSI, transit, housing, prosthetic or rehabilitative devices, etc.) may be obtained, and must be provided assistance in gaining access to those services.
- Participants, family members, and/or caregivers shall be informed of agency procedures for protecting confidentiality, for reviewing progress against the plan of care, and other matters germane to the participant's decision to accept services.
- Participants, family members, and/or caregivers shall be given the opportunity to learn how to perform the tasks performed by the

Certified Home Health aide, in order to give the participant and the informal support network a chance to function independent of agency service.

- All participant records of care, service costs, sources of funds, and agency procedures shall be reviewed regularly.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, andperform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in anaccessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spokenby those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **VISITING NURSE**

CODE: **214**

CATEGORY: Home Support

UNIT: Each hour

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ADLs, IADLs, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: Services designed to maintain a consumer in their own residences or community-based settings by providing skilled nursing services or therapy, thereby avoiding or deterring the need for hospitalization or institutionalization.

COMPONENTS: Service activities should include:

- Receiving requests for service and completing the intake process.
- Conducting a comprehensive in-home assessment of the participant's social circumstances, economic conditions, medical history, physical status, mental status, and ability to perform theactivities of daily living.
- Developing a plan of care for each participant.
- Providing in-home preventative, restorative, and/or rehabilitativenursing care by or under the supervision of a registered professional nurse, either on a continuous or short-term basis.
- Administering and supervising medication and treatment, following the overall medical plan of care including treatment, rehabilitation, medication, injection, and other medical care necessary for the participant's safety and comfort.
- Physical, occupational, or speech therapy provided by or under thesupervision of a qualified therapist.
- Health education, counseling, and/or social work services needed as part of the in-home care plan.
- Providing instruction and guidance to participant, family, and other caregivers on preventive health care, including nutrition,

accident prevention, and use of health and social service resources.

- Providing information about other programs and services for which the participant might be eligible, referring the participant to proper services as necessary.
- Referring the participant to a physician or medical facility for needed specialized health care or treatment.
- Coordinating with other service providers for needed supportive services.
- Reevaluating the plan of care quarterly, and modifying it as necessary.

STANDARDS: Visiting Nurse services shall meet or exceed the following standards:

- Visiting Nurse services funded by the AAA should prioritize services for individuals who are chronically physically disabled who would not otherwise qualify for services under any other program. Referrals from hospitals, doctors or other health care professionals should be prioritized
- The agency shall meet and comply with all required rules, regulations, and standards set by the cognizant accrediting agency.
- All staff providing the service shall be fully trained andprofessionally qualified.
- The agency shall maintain, follow, and continually update a training and supervision program to make sure visiting nurse staff are adequately trained and familiar with agency procedures.
- All requests for service shall include identification of possible eligibility for visiting nurse services funded from Medicare, Medicaid, or community sources other than the AAA.
- All plans of care and other participant records shall be kept in a secure location to protect confidentiality.
- Caseloads shall be continually reviewed to ensure priority participants are being served.
- Participant needs shall be reassessed at regular intervals; any observed changes shall be noted in the participant's plan of care.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, **as** appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at

the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **EMERGENCY**

CODE: **217**

CATEGORY: Home Support

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Services designed to provide assistance to a consumer in those situations where an emergency exists and it is not possible to obtain immediate aid through existing social service agencies.

COMPONENTS: Service activities shall include:

- Brief intake to determine the nature of the emergency, what assistance is needed, and whether it is possible to assist the consumerwith the action that he/she wishes to take.
- Activities include the provision of emergency fuel, food, clothing,home repair and shelter services.
- Providing information about other programs and services for which the consumer may be eligible, providing assistance to the consumerin gaining services, and referring the consumer to proper services as necessary.
- Linkage with other agency providers and family members to coordinate services.
- Provision for a 24-hour hotline for Emergency service.

STANDARDS: Emergency service activities shall meet or exceed the following standards:

- Emergency services shall be used for consumers who have a lifeor shelter-threatening situation which requires urgent and immediate action.
- In the case where the emergency is for home repair or fuel, the homeowner shall be eligible for the services.

- Emergency services shall be provided when the situation cannot be alleviated through any other means or when no other funding is available.

- Emergency services shall be aimed at providing a consumer in a crisissituation with a safe environment.

- Emergency services shall only be provided once in a contract period for each consumer. Exceptions can be made for extenuatingcircumstances only.

- The consumer's situation shall be reviewed within 24 hours to determine if assistance should continue and what other actionmay be appropriate.

- Once the emergency is over, all consumers requesting emergency assistance shall be referred for financial counseling and other such assistance as deemed appropriate. These referrals will be made within 24 hours of the original request for assistance.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **HOMESHARING/MATCHING**

CODE: **218**

CATEGORY: Home Support

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: A living arrangement in which two or more unrelated people share the common areas of a house (the living room, kitchen and often, bathrooms) but each person has private sleeping space.

COMPONENTS: Homesharing/Matching activities shall include:

- Completing a comprehensive assessment of both homeowner and applicant.
- An overview of the Homesharing/Matching program.
- References for both homeowner and all applicants.
- In-depth assessment of potential home residence.
- Counseling to determine potential match mates.
- Introduction of potential match mates.
- Participants and their family members shall be given an opportunity to assist the success of a match by performing jobs for either home providers or home seekers in a match.
- Maintaining records, preparing reports that include at a minimum, the number of successful matches made during the contract period, and other administrative efforts necessary to provide this service.

STANDARDS: Homesharing/Matching services shall meet or exceed the following standards:

- At least one person in each match must be eligible for this

service.

- The program shall develop procedures for screening prospective homeowners and home seekers to attempt to match persons whoare compatible.

- A trial period between the potential match mate prior to the formalized match.

- Written agreement between homeowner and seeker that formalizes the match and includes payment and other agreed specifics such as chores and transportation.

- Each program shall employ volunteers or staff who have the ability, by training or experience, to effectively assist in determining needs and match these needs.

- Appropriate support shall be available to help resolve problems orconflicts which may result from the homeowner/sharer relationship.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be

followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **HOUSING ASSISTANCE**

CODE: **219**

CATEGORY: Home Support

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Assistance to persons in locating, obtaining, or retaining suitable housing.

COMPONENTS: Service activities shall include:

- Researching and pursuing the resolution of appropriate alternatives and/or methods to reduce the cost of the individuals living arrangements.
- Help persons in finding and moving into adequate housing to meet their specific needs. This may include organized information and assistance, referral, transporting or directing consumers to prospectivehousing, and assisting consumers in the selection of available housing.
- Providing guidance in housing options such as reverse mortgages, homesharing/matching, group homes, specially designed housing for older adults.
- Provide tenant counseling, understanding leases, securing utilities.
- Helping consumers to identify and correct substandard housing conditions on behalf of persons who are unable to protect theirown interests.
- Providing information about other programs and services for which the consumer may be eligible and referring the consumer to properservices as necessary.

***NOTE*:** The provision of Information and Assistance is considered part of this service and, therefore, shall **not** be reported separately under Information and Assistance.

STANDARDS: Housing Assistance activities shall meet or exceed the following standards:

- Shall be clearly linked to an established housing program/service.
- Shall be aimed at enhancing the consumer's knowledge or housingchoices.
- Volunteers and staff providing housing assistance shall have the ability by training or experience in housing options to effectively assist in determining choices available and accessible to the consumer.
- A mechanism shall be in place to enable housing assistants to workcooperatively with other agencies.
- A work order shall be signed by the consumer confirming the work tobe done and the approximate time of day the service worker will arrive at the consumer's residence.
- Each program shall maintain a record of repairs performedincluding dates, tasks performed, materials used, and cost.
- Each program shall utilize a job completion procedure which includes verification that work is complete and accurate; and acknowledgment by elderly resident that work is acceptable.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of

emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **OTHER SUPPLEMENTAL SERVICE**

CODE: **300**

CATEGORY: Community Support

UNIT: Defined by Area Agency on Aging

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: A service provided that does not fall into the previously defined service categories definitions.

COMPONENTS: Area Agencies on Aging must submit a proposed service definition through a completed Other Service Request Form which shall include:

- Service Name: title of the service
- Service Unit: a discrete measurement used for billing or tracking purposes in provision of a service.
- Service Definition: description of the activity
- Components: required part or element of the service
- Standards: elements outlining the required level of quality and completeness for the service
- Evaluation of proposals will be based on appropriateness of service provision per Older Americans Act guidelines and regulations.
- Services shall be approved prior to contracting.
- Services must fall within one of the following categories: assistive technology, durable equipment, emergency response, consumable supplies, home modifications, repairs, elder abuse prevention, elder rights, health, outreach, public education, socialization, access not reported elsewhere.

STANDARDS: Service activities shall meet or exceed the followingstandards:

- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **SUPPORT GROUP**

CODE: **320**

CATEGORY: Community Support

UNIT: Each session per participant

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: A service that meets on a regular basis formed to help individuals relieve stress and to provide peer support, education, and information.

COMPONENTS: Service activities shall include:

- Recruitment for participants of the support group. Recruitment can be selective if the group is focused on a specific topic.
- Arranging meeting times, conducting support group meetings, and determining what topics to discuss based on the input, interest, and needs of consumers.
- Providing information about programs and services that the individual may be eligible and providing referral to proper services as necessary.
- Ongoing monitoring by the group facilitator of the participant's stress level and providing intervention or referral if appropriate.
- The importance of confidentially among participants shall be communicated to consumers and maintained.

STANDARDS: Service activities shall meet or exceed the followingstandards:

- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for

emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **ADULT DAY SERVICES - SOCIAL**

CODE: **321**

CATEGORY: Community Support

UNIT: Each hour

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ADLs, IADLs, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: A structured program for adults who require care and supervision in aprotective setting for a portion of a 24 hour day, with emphasis on social and recreational activities in a group setting.

COMPONENTS: Service activities should include:

- Determining the participant's social circumstances, economic conditions, medical history, physical status, mental status, and ability to perform the activities of daily living.
- Developing individualized plans of care and, in coordination with the consumer, family caregiver, or other appropriate person, a discharge plan that takes into account the plan for the person when his or her needs become too great.
- Reevaluating the plan of care periodically and modifying it as necessary.
- Providing basic services that include a protective environment, one meal, social activities, rest periods as needed, emergency medical arrangements, and liaison with home situation. Additional services may include personal care, special diet, health screening, health counseling, and educational activities.
- Coordinating with the consumer, family, caregiver, or other appropriate agency for the provision of transportation to and fromthe Adult Day Services center.
- Providing information about other programs and services for which the participant might be eligible, referring the participant to proper services as necessary, and providing assistance to the participant in gaining public benefits.

STANDARDS: The Adult Day Services - Social service shall meet or exceed thefollowing standards:

- All efforts of the Adult Day Services center shall be designed at achieving and/or maintaining the consumer's maximum level of functioning.

- A centralized facility shall comply with all applicable building regulations and fire, health, and safety codes, and compliance shall be documented through inspections by appropriate local health, fire, and building officials.

- The provider shall employ a trained paid or volunteer staff that shall be competent, qualified and sufficient in number to provide the service in a safe environment.

- The agency shall maintain, follow, and continually update a training and supervision program to make sure staff are fullytrained and familiar with agency procedures.

- The Adult Day Services center caseload shall be continually reviewed to ensure priority participants are being served.

- Participants shall be referred to the AAA for any other servicesthat may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **ADULT DAY SERVICES –MEDICAL**

CODE: **322**

CATEGORY: Community Support

UNIT: Each hour

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ADLs, IADLs, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: A structured program for adults who require care and supervision in a protective setting for a portion of a 24-hour day, with emphasis on the physically or cognitively impaired older adults.

COMPONENTS: Service activities shall include:

- Determining the participant's social circumstances, economic conditions, medical history, physical status, mental status, and ability to perform the activities of daily living.
- Developing individualized plans of care and, in coordination with the consumer, family caregiver, or other appropriate person, a discharge plan that takes into account the plan for the person when his or her needs become too great.
- Reevaluating the plan of care periodically and modifying it as necessary.
- Providing basic services that include a protective environment, one meal, social activities, rest periods as needed, emergency medical arrangements, and liaison with home situation. Additional services may include personal care, special diet, health screening, health counseling, and educational activities.
- Coordinating with the consumer, family, caregiver, or other appropriate agency for the provision of transportation to and from the Adult Day Services center.
- Providing information about other programs and services for which the participant might be eligible, referring the participant to proper services as necessary, and providing assistance to the participant in gaining public benefits.

STANDARDS: The Adult Day Services - Medical service shall meet or exceed the following standards:

- All efforts of the day care center shall be designed at achieving and/or maintaining the consumer's maximum level of functioning.

- The Adult Day Services facility shall be licensed by the State Department of Health and Senior Services, Division of Health Facilities Evaluation and Licensing and in compliance with the most current rules and regulations.

- The facility shall provide at a minimum, dietary, nursing, activities, pharmaceutical, and social work services, directly in the facility.

- The provider shall provide at least one full-time or full-time equivalent staff member for every nine consumers, calculated on thebasis of the daily census.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, andperform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **PERSONAL CARE**

CODE: **323**

CATEGORY: Home Support

UNIT: Each hour

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ADLs, IADLs, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable

DEFINITION: Providing personal assistance, stand-by assistance, supervision or cues for persons having difficulties with one or more of the followingactivities of daily living: eating, dressing, bathing and toileting.

COMPONENTS: Service activities shall include:

- Conducting a comprehensive in-home assessment of the consumer's social circumstances, economic conditions, medical history, physical status, mental status, and ability to perform the activities of daily living.
- Developing a plan of care that lists the specific assistance needed
- Activities may include providing assistance inareas such as bathing, grooming, assistance in dressing and transferring on and off the toilet, typing/correspondence and driving.
- Provision of necessary emotional and social support.
- Personal Care can be provided in the home, nutrition site or senior center.

NOTE: The level of skill in providing Personal Care services is less complex from that provided in the Certified Home Health Aide service.

STANDARDS: Personal Care activities shall meet or exceed the following standards:

- The program shall develop written procedures for the type of careto be provided.
- Personal Care attendants shall receive an orientation and training which covers: the needs of the consumer; the function and limitationof a Personal Care attendant; communication and

interpersonal skills; and emergency procedures.

- The program shall have a staff person designated to provide direction to the Personal Care attendant and to be available to contact in emergencies or problem situations.

- Each Personal Care attendant shall not solicit contributions of anykind (other than the suggested standards service contributions), attempt the sale of any merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy while making a Personal Care visit.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its

replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **ADULT PROTECTIVE SERVICES (APS)**

CODE: **324**

CATEGORY: Community Support

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Name, birthdate/age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable

***In order to ensure confidentiality, consumers should be captured as a consumer groups in the care/case management system**

UNIT: Each contact; Each contact is defined as any documented action taken on behalf of the consumer (e.g., personal contact, phone contact with consumeror involved parties, case conference, judicial, written correspondence,etc…)

DEFINITION: Voluntary or court-ordered social, legal, financial, medical or psychiatric services necessary to safeguard a vulnerable adult's rights and resources and to protect a vulnerable adult from abuse, neglect orexploitation as carried out by the designated APS provider.

Vulnerable adults are defined as those 18+ who reside in a community setting, lack sufficient understanding or capacity to make and/or carry out decisions concerning their well-being due to mental or physical disabilities **AND** are subject to abuse, neglect or exploitation.

COMPONENTS: Adult Protective Services include but are not limited to the following:

- During working hours, receive and screen reports of possibleabuse, neglect or exploitation involving a vulnerable adult.
- Within three working days of receiving the report, conduct an evaluation of the vulnerable adult's situation in order to substantiate the report.
- Develop a written care plan for voluntary or court-ordered services necessary to stabilize the situation and protect the vulnerable adult from further harm.
- Visit consumers as frequently as necessary, but at least monthly, untilthe case is closed to ensure that service needs are being met.
- Upon stabilization of consumer crisis, facilitate and

coordinate thetransfer of the case to the appropriate long-term care Case Management agency to assure follow-up.

- Secure expedited health care, home care, cleaning, psychiatric, legal nutrition and other services as needed for consumer evaluationand stabilization.

STANDARDS: The agency designated to provide Adult Protective Services at the County level shall have a proven track record of providing these types of services, must be selected by the County Executive and confirmed by the Commission of the State Division of Aging and Community Support.

Adult Protective Services shall meet or exceed the following standards:

- APS workers shall complete a 90-hour training course conductedthrough the APS Training Institute.
- The grantee shall maintain a minimum working day of seven hours in order to receive reports of abuse, neglect, and exploitation except on weekends and holidays.
- Referrals shall be evaluated by the grantee's adult protective services worker(s) directly and not through a subcontract.
- An evaluation shall be done within three working days of receiving a complaint.
- Consumer visits shall be as frequently as necessary, but at least once amonth.
- Protective services shall be used as a **short-term** intervention forconsumer's situation. If necessary, at the resolution of the crisis, a referral for care management on a long-term basis shall be made to the appropriate agency.
- APS consumer case files are closed to the public and shall be maintained as confidential. Case information may be transferred to a local Case Management provider or other serving agency at the discretion of the APS Supervisor and to the extent that it will streamline and enhance the delivery of services to consumers.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **LEGAL ASSISTANCE**

CODE: **325**

CATEGORY: Community Support

UNIT: Each hour

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Name, birthdate/age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable

***In order to ensure confidentiality, consumers should be captured as a consumer groups in the care/case management system**

DEFINITION: Legal advice, assistance, and/or representation provided by or under the supervision of a lawyer, in order to protect and secure the rights of older persons.

COMPONENTS: Service activities shall include:

- Legal Assistance provided by an attorney (or personnel supervised by an attorney) in areas, such as public entitlements, planning/protecting autonomy, health care/long-term care, family/domestic, housing/utilities, individual rights, and consumer issues.

- An intake process to determine the nature of the consumer's legal difficulties and questions, what assistance is needed, and whetherthe program is able to assist the consumer with the course of action that he/she wishes to take. An appropriate referral shall be madeif the program cannot help the consumer.

- Assistance to resolve the consumer's problem that includes legal counsel and information, legal research, preparation of legal documents and correspondence, negotiations involving public benefits, and representing consumers in administrative hearings andin court.

- Providing Community Legal Education that benefits a large number of consumers in a cost effective manner. Individuals may learn about their legal rights and responsibilities in order to avoid legal problems. Individuals may be taught to represent themselves before appropriate administrative agencies and courts. Community legal education may be used to increase consumer's abilityto take a more active independent role in decision-making

processes that affect them. In addition, it can increase general awareness of problems facing older people.

- Providing information about other programs and services for which consumers may be eligible and referring consumers to proper services as necessary.

STANDARDS: Legal Assistance services shall or exceed the following standards:

- All efforts of the legal assistance provider shall be designed to achieve and/or maintain the consumer's dignity and maximum level offunctioning.

- The Legal Assistance provider shall have the capacity to deliver legal services to institutionalized, isolated, and homebound individuals; and have offices and/or outreach sites which are convenient and accessible to persons in the community.

- In areas where a significant number of consumers do not speak Englishas their principal language, legal assistance shall be provided in the language spoken by those consumers.

- All staff providing the assistance shall be fully trained and professionally qualified. Staff who are not attorneys qualified to practice before the bar shall be supervised by such an attorney.

- The Legal Assistance provider shall have staff with expertise in specific areas of law affecting older persons in economic or social need, such as public benefits, tenant issues, abuse/neglect and Medicaid/Medicare.

- It is not necessary that the supervising attorney always be present in the office, but he/she shall be accessible for telephone consultation as necessary and should have regularly scheduled meetings with those non-lawyers providing the legal assistance. The attorney shall also be available to represent consumers in court orfurther proceedings if and when necessary.

- A mechanism shall be in place to enable legal assistance providers to work cooperatively with other involved agencies as to consumer status and problems.

- Each Legal Assistance provider shall make efforts to involve the private bar in legal services, including groups within the private bar that furnish legal services to older persons on a pro bono and reduced fee basis.
- Each Legal Assistance provider shall have a copy of Policy

Memorandum 91-11, III-6, dated August 30, 1991, "Standards for the Provision of Legal Assistance to Older People in New Jersey."

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **PHYSICAL HEALTH**

CODE: **326**

CATEGORY: Health Promotion

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Screening, assessment, and treatment activities that assist consumers to improve or maintain physical health by helping them toidentify and understand their health needs and secure necessary medical, disease prevention or health maintenance services.

COMPONENTS: Service activities should include:

- A complete health assessment to determine overall health, or a partial assessment/screening for individual health problems, suchas hypertension, diabetes, or vision and hearing deficits.
- Offering basic health advice and information in response to screening/assessment results and making referrals for medical intervention as indicated.
- Providing treatment or therapy as indicated by health assessment or from referral by appropriate professionals. This may include vaccinations.
- Durable medical equipment and medical supplies as ordered by aphysician that are not reimbursable under other insurance, Medicare or Medicaid. This may include Emergency Response Systems (ERS).
- Supplemental services provided on a limited basis (no more than 20% of the total funds allocated for Physical Health unless a waiver is submitted to the State with justification) that may include, but are not limited to, home modifications, assistive technologies, emergency response systems and incontinence supplies.

- Health professionals, (registered nurse, physician, paraprofessionals* and/or volunteers) serving as a resource person to consumers and other health professionals in regard to information on health issues and other services for which the participant may be eligible and referring the participant to proper services as necessary.

  *Note: Paraprofessionals are defined as "A trained worker who is not a member of a given profession but who assists a professional or one with assured competencies in a field."

- Maintaining accurate consumer records describing the assessment,screening, or services provided, and the results or outcome of health services.

STANDARDS: Physical Health services shall meet or exceed the following standards:

- Physical Health services shall be conducted by a registered nurse or physician, or by paraprofessionals and/or volunteers under the supervision of a professional.

- Providers of Physical Health services shall have adequate knowledge of or be provided with training in basic gerontology, aging and health, and common health problems of the elderly.

- A follow-up contact shall be made within a reasonable time period if an individual has been encouraged to seek additional medical intervention. The consumer's choice on whether or not to seek medical intervention should be recorded on his/her records.

- If the results of tests conducted by the health professional are not readily available to the consumer, then the health provider shall contact the consumer when the results are known. The contact may beby phone or mail if all test results are normal, but should be by phone or in person if one or more test results are abnormal. The purpose of this contact is either to assure the consumer that the test did not indicate a health problem or to describe problem(s) that were detected, and provide reassurance and education about how to deal with these problems.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the

  Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **ORAL HEALTH**

CODE: **327**

CATEGORY: Health Promotion

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Screening, assessment and treatment activities that assist consumers to improve or maintain oral health by helping them to identify and understand their oral health needs and secure necessarymedical, disease prevention and health maintenance services.

COMPONENTS: Service activities should include:

- A complete oral screening to determine overall oral health risk orrisk for a specific oral health problem such as oral cancer, periodontal disease and cavities.
- Treatments may include x-rays, cleanings, fillings, periodontal treatments, oral surgery, root canal therapy, crowns, dentures and bridges.
- Make additional referrals for medical intervention as necessary.
- Maintain consumer records describing the screening, assessment orservices provided and the results or outcomes of the oral healthservices.

STANDARDS: Oral Health - Dental services shall meet or exceed the following standards:

- Oral Health services shall be performed by a qualified individual or by a paraprofessional under the supervision of a professional.
- Oral Health services shall be provided in a location sufficient in space, including mobile, to ensure comfort and confidentiality.
- Providers of Oral Health services shall have adequate knowledge of or be provided with training in basic gerontology and common

health problems of the elderly.

- A follow-up contact shall be made within a reasonable time period if an individual has been encouraged to seek additional intervention. The consumer's choice on whether or not to seek intervention shall be recorded on his/her records.

- If the dental provider conducts tests whose results are not readily available to the consumer, then the provider shall contact the consumer when the results are known. The contact may be by phone or mailif all test results are normal, but should be by phone or in person iftest results are abnormal. The purpose of this contact is to either assure the consumer that the test did not indicate a problem or to describe the problem detected, and provide reassurance and education about how to deal with these problems.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, andperform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in anaccessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spokenby those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **MENTAL HEALTH**

CODE: **328**

CATEGORY: Health Promotion

UNIT: Each hour

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Mental health screening, assessment and treatment activities that aim to improve or maintain mental health by helping to identify and understand mental and emotional health needs and secure necessary medical, preventive or mental health maintenance services.

COMPONENTS: Service activities should include:

- A mental health screening to determine overall mental health status or risk for a specific mental health problem, such as depression.

- Providing individual, marital, family, or group counseling to increase understanding about issues, problems, and community resources. Counseling may address such issues as planning for retirement, family problems; abuse orneglect situations; increased consumer dependency; preparation/planning for retirement; adjustment to disability, loss, and death; institutionalization; alcoholism, drug dependenceand abuse.

- Providing information about other programs and services for which the participant may be eligible, and referring the participant to the proper services as necessary.

NOTE: "Mental Health (328)" is a distinguished service from an informal type of counseling that shall be reported under "Counseling (329)."

STANDARDS: Mental Health services shall meet or exceed the following standards:

- Mental Health services shall be conducted by professionals or paraprofessionals* operating under the supervision of trained professional staff who have been trained or have experience

working with older adults and their families. Staff should be sensitized to the problems faced by older people that affect their mental health.

NOTE: Paraprofessionals are defined as "A trained worker who is not a member of a given profession but who assists a professional or one with assured competencies in a field."

- Mental Health services shall be aimed at enhancing the consumer'sdignity and maximum level of functioning.

- Mental Health services shall be accessible for the well elderly population as well as those institutionalized, isolated, and homebound. If mental health services are provided as an in-home service, the service provider must respect the participant's right ofprivacy and confidentiality to the greatest extent possible.

- A mechanism shall be in place to enable Mental Health providers to work cooperatively with other agencies and community caregivers, (i.e. clergy, physicians, police, attorneys, nurses, etc.) as to consumer status and problems.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of

  emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **COUNSELING**

CODE: **329**

CATEGORY: Health Promotion

UNIT: Each hour

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Services designed to provide specific information so that consumers can make appropriate decisions and/or choices in the arrangement for or delivery of needed services.

COMPONENTS: Service activities shall include:

- Completing a comprehensive evaluation or assessment to determine an individual's functional status and the most appropriate type of counseling.
- Providing guidance in areas such as: retirement planning, financial management, mediation, employment assistance or other types of informal Counseling services.
- Providing information about other programs and services for which the consumer may be eligible and referring the consumer to properservices as necessary.

NOTE: Formal counseling as a form of mental health intervention shall be reported under "Mental Health (328)" and is distinguished from any informal counseling done under "Counseling (329)."

STANDARDS: Counseling services shall meet or exceed the following standards:

- Counseling services shall be aimed at enhancing the consumer's dignity and independence.
- All staff providing counseling services shall be fully trained and have expertise in the specific area in which the counseling is provided.
- A mechanism shall be in place to enable counselors to workcooperatively with other agencies.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services'

Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **PHYSICAL ACTIVITY**

CODE: **330**

CATEGORY: Health Promotion

UNIT: Each session per participant

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Planned and structured activities aimed at improving or maintaining a person's physical health.

COMPONENTS: Service activities should include:

- Individuals participating in Physical Activity must sign a release form that leaves the consumer responsible for his or her well-being.
- Activities shall promote the overall wellness of the consumer and may include activities such as exercise classes, walking programs, yogaand tai chi.
- Developing and distributing calendars of scheduled PhysicalFitness activities and events.
- When necessary and appropriate, transportation shall be provided.

***NOTE*:** Physical Activity does not include informal and spur of the moment activities. While these activities are most beneficial, the activities must be planned and structured.

STANDARDS: Physical Activity shall meet or exceed the following standards:

- The instructor shall possess the necessary credentials, either through education, experience or training. Activities may also be led by paraprofessionals/volunteers who are supervised by a credentialed physical activity professional or who are implementing a recognized evidence-based program.
- Physical Activity shall be provided in a facility or environment which has adequate space to perform the activity safely.

- Physical Activity shall be designed for the interests, skills and abilities of prospective consumers.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, andperform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **EDUCATION**

CODE: **331**

CATEGORY: Community Support

UNIT: Each session per participant

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Formally structured classes, lectures, or seminars that provide opportunities to acquire knowledge and skills.

COMPONENTS: Service activities shall include:

- Determining the content area to be involved in the class or lecture based on the interests of consumers.
- Providing instruction in content areas that promote personal enrichment and knowledge, such as health, consumerism, retirement planning, the aging process, music, art, literacy, finances, and intergenerational, educational programs.

NOTE: Education services do not include classes, training, or lectures for AAA or service provider staff.

STANDARDS: Education services shall meet or exceed the following standards:

- Each education program shall establish linkages with local education programs in order to maximize coordination and minimize duplication.
- The provider of education services shall be knowledgeable in the skill or topic to be presented through either education, experience, or training.
- Education programs shall attempt to balance the content of educational sessions with the interests, skills, and abilities ofprospective participants.
- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **SOCIALIZATION/RECREATION**

CODE: **333**

CATEGORY: Community Support

UNIT: Each session per participant

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: Planned and structured activities and programs provided to facilitate social contact, reduce isolation, and improve personal life satisfaction.

COMPONENTS: Service activities should include:

- Program planning, development, scheduling, and implementation of socialization and recreation activities suitable for elderly participants.
- Instructions, discussion groups, reminiscence programs including spelling bees, karaoke and recall of old songs, etc., and participation in arts and crafts, hobbies, travel, games, group tours, outings, and other activities of a similar nature.
- Developing and distributing calendars of scheduled socialization and recreation activities and events.
- When necessary and appropriate, transportation and supervision should be provided for recreation and socialization activities.

NOTE: Socialization/Recreation does not include: informal activities and spur of the moment get-togethers which are incidental to the primary service being provided; or work with senior citizen groups or their organization about social/recreation services for the elderly.

STANDARDS: Socialization/Recreation services shall meet or exceed the following standards:

- The provider of Socialization/Recreation services shall beknowledgeable in the activity or program either through education, experience, or training.

- Socialization/Recreation programs shall design activity sessions for the interests, skills, and abilities of prospective elderly participants.

- Services shall be provided to expand the opportunities for satisfying leisure time and social activities for individuals so as to foster their health and social well-being.

- Participants, family members, and/or caregivers shall be provided with information on how to get needed services, such as Medicare, Medicaid, legal assistance, energy assistance, etc., if requested.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its

replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **MONEY MANAGEMENT**

CODE: 340

CATEGORY: Community Support

UNIT: Each hour

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: A bill paying service that provides consumers with assistance in budgeting, processing of routine bills, check writing, electronic bill paying, managing financial matters and/or reconciling bank accounts. The goal of the service is to provide guidance and non-intrusive bill paying assistance to maximize and prolong bill-paying capacity.

COMPONENTS: Service activities shall include:

Identification of potential participants

- Participants shall be identified through caseworkers, referrals from other service providers and/or banksor other financial institutions.
- The Program Coordinator shall carefully match Bill Paying Assistants with the participants with whom they will be compatible.

Assessment of Participant's Needs:

- The Bill Paying Assistant and Program Coordinator shall assess the participant's ability to obtain, arrange, and manage their own finances. Survey what types of assistance the participant is requesting.

Assessment of Participant's Needs:

- In order to assess the needs of the participant, the Bill Paying Assistant and Program Coordinator shall conduct an in-person meeting with the participant.
- The Bill Paying Assistant and Program Coordinator shall assess the participant's ability to obtain, arrange, and manage their own finances. Survey what types of assistance the participant is requesting.
- Obtain consent for release of information. The details of the verbal consent shall be documented in the participant's record.

  Whenever possible, written consent for release of information

should be available in the participant's record.

Plan Development:

- Based on the assessment of the participant's needs and requests in collaboration with the participant, a plan shall be developed. The plan shall include goals, back up plans, and a schedule of bills and activities to be performed by the Bill Paying Assistant.
- The plan shall include setting up a budget and encouraging the participant to adhere to the list of monthly expenses that they have mutually developed.
- Consumers maintain control over all decisions regarding their funds and financial plans. Bill Paying Assistants do not make decisions for participants and do not assist with debt management or creditcounseling.
- The plan shall identify and authorize the type, amount, frequency of services provided. At a minimum, the Bill Paying Assistant shall make contact with the participant once per month.
- The plan shall be reviewed with the Program Coordinator and ultimately signed off on by the participant.

Plan Implementation:

- Detailed log of all services offered to the participant including but not limited to advocacy, bill paying, check writing, etc. shall be kept by the bill paying assistant
- All services, including contacts with the participant and on the participant's behalf, shall be logged by the Bill Paying Assistant and signed off on by the participant. The number of units (recorded in hours) of assistance provided at each occurrence shall be documented.

Monitoring of Services:

- Program Coordinators shall conduct monitoring of services at least quarterly, comparing them with the established budget as well as bank statements and canceled checks.
- Program Monitors shall conduct monitoring of records/ participant accounts on an annual basis to provide third party oversight and protect the vulnerable participant from the possibility of wrongdoing. Monitoring also protects the Bill Paying Assistant and the provider.

Reassessment of Plan:

- At a minimum, the Bill Paying Assistant shall review the plan with the participant annually and review any changes with the Program Coordinator.

- At this time, they will evaluate whether Money Management services are still appropriate to continue. If Money Management services are no longer needed, the case shall be reviewed with the

Program Coordinator. Notice of case closure shall be provided in writing to the individual and documented.

- Minimum requirements to be included in a Notice of Case Closure: Reason for case closure; offer to assist in the future if needed; and other information appropriate to the county or participant including the creation of an active link between the participant and the Area Agency on Aging (AAA).
- At any time, if the participant appears to be losing the ability to self-direct, the participant shall be referred to the local AAA for further assistance and the Program Coordinator notified.

The structure of the service shall include the following roles: Bill Paying Assistant, Program Coordinator, and Program Monitor.
Bill Paying Assistants shall at a minimum:

- Provide guidance and non-intrusive bill paying assistance to maximize and prolong bill-paying capacity.
- Bill Paying Assistants may organize bills and prepare checks for the participant's signature. Assistants have no authority to sign checks and **may not serve as the participant's representative payee.**
- Contact the participant monthly at a minimum.
- The provider may require Federal or State background checks for Bill Paying Assistants.
- When initially brought into the role, Bill Paying Assistants shall complete a three-month training period in which they shall work under the close supervision of the Program Coordinator.
- Bill Paying Assistants shall not solicit or accept contributions of any kind (the agency shall follow the Contribution Policy for Services), shall not attempt the sale of any merchandise or service, and shall not seek to encourage the acceptance of any particular belief or philosophy while making a visit.
- Bill Paying Assistants shall seek additional assistance or information when in doubt or when specialized knowledge or expertise is required.
- Bill Paying Assistants shall promote consumer self -reliance through connecting individuals with online banking or web based bill pay services, whenever possible.

Program Coordinators shall at a minimum:

- Recruit, train and place Bill Paying Assistants who have been thoroughly screened (through an interview process and the survey of a minimum of three references).

- Establish eligibility criteria for participants.
- Oversee and monitor the participant, the Bill Paying Assistant, and the services provided to ensure effectiveness, compliance with the participant's plan and best interests and make revisions as necessary.

- Monitor the log of bills being handled by the Bill Paying Assistant on a quarterly basis at a minimum.
- Program Coordinators will bring any questionable transactions to the attention of the Bill Paying Assistant, the Program Monitor and management of the service provider.

Program Monitors shall at a minimum:

- Provide third party oversight and protect the vulnerable participant from the possibility of wrongdoing.
- Review and monitor the documentation of the Bill Paying Assistant and Program Coordinator on an annual basis at a minimum.
- **Bring any questionable transactions to the attention of the Program Coordinator and the AAA**.
- This third party monitoring may be conducted by the AAA if the AAA is not the provider of the Money Management service. Where the AAA is the provider of the Money Management service, county staff other than the AAA Money Management program /fiscal support staff (Program Coordinator, etc.) shall complete monitoring. Qualified personnel located in the AAA or in another department are acceptable to fulfil the role of Program Monitor and monitor the services provided under Money Management.

STANDARDS: Money Management services shall meet or exceed the following standards:

- All efforts of the money management service shall be designed to enable the participant to prolong an independent way of life with minimum intervention

- Providers shall acquire bonding and insurance of Bill Paying Assistants (volunteer or staff) in order to cover the participant funds prior to start-up of the service.

- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken

by those participants.

- Provisions as appropriate to the service shall be made for emergencies and/or service cancellation.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **CONGREGATE NUTRITION**

CODE: **435**

CATEGORY: Nutrition Support

UNIT: Each meal

OAAPS CATEGORY: Cluster 2

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, nutritional risk

DEFINITION: The provision of nutritionally adequate meals that comply with the current Dietary Guidelines for Americans (DGA) and provide a minimum weekly average of 1/3 of the Dietary Reference Intakes (DRI) to individuals in a social setting.

STANDARDS: Congregate Nutrition services shall meet or exceed the following standards:

- Persons eligible for congregate meals include those individuals:
  - Age 60 or over;
  - Spouses of participants, regardless of age;
  - Individuals with a disability under the age of 60 who reside at home with eligible older individuals;
  - Individuals providing volunteer services during the meal hours;
  - Individuals with a disability under the age of 60 who reside in housing facilities occupied primarily by older individuals that have a congregate nutrition site.

- Menus for Congregate Nutrition shall be certified and documentedas complying with the DGA and DRI requirements.
- Consumer Needs Assessments shall be completed by the end of the participants fifth visit by staff who have been trained to determine participant eligibility. Reassessments shall be completed annually.
- Additional meals may only be provided if the nutritionist has determined the individual is in need. If two meals are provided to the same individual, a minimum weekly average of 2/3's the DRI must be provided; and if three meals are provided, a minimum weekly average of 100% of the DRI must be provided.
- Menus with documentation as to nutrient content shall be kept on file by the program for a minimum of seven years.

- All menu substitutions shall be approved in advance by a qualified nutritionist employed by the Area Agency on Aging (AAA) or the nutrition provider.

- Each county's Congregate Nutrition program shall provide at least fivemeals per week, one meal per day.

- Each provider, in cooperation with the AAA, shall provide a variety of informational, health-related, social and/or recreational activities at each site monthly. These activities cannot be provided using the Title III-C-1 allocation for congregate nutrition.

- Consumers shall be referred to the AAA for any other serviced that may be needed, including the Supplemental Nutrition Assistance Program (SNAP).

- All nutrition programs shall develop a code of conduct for participants and staff.

- All food service establishments must comply with all applicable licensing laws and ordinances relating to food service operations, including The New Jersey State Sanitary Code (NJAC 8:24-1).

- All nutrition programs shall ensure compliance with the most current *State of New Jersey Standards for Nutrition Programs Serving Older Adults*.

- The service provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection(ADRC) and the New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an

anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **HOME DELIVERED NUTRITION**

CODE: **436**

CATEGORY: Nutrition Support

UNIT: Each meal

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, lives alone, ADLs, IADLs, ethnicity, race, poverty status, frail/disabled, vulnerable, nutritional risk

DEFINITION: The provision of the delivery of nutritionally adequate meals that comply with the current Dietary Guidelines for Americans (DGA) andprovide a minimum weekly average of 1/3 of the Dietary Reference Intakes (DRI) to individuals in their places ofresidence.

STANDARDS: Home Delivered Nutrition services shall meet or exceed the following standards:

- Individuals aged 60 years and older are eligible for Home Delivered meals if they are:
  - Homebound;
  - Incapacitated due to accident, illness, or frailty;
  - Unable to prepare meals because of lack of facilities, inability to shop or cook for oneself, unable to prepare meals safely, or lack knowledge and skills to prepare meals;
  - Lacking support from family, friends, neighbors, health aide or other caregivers to help secure meals on weekdays;
  - Spouses of homebound older individuals, regardless of age, if an assessment indicates that receipt of the meal is in the best interest of the participant;
  - Individuals with a disability under the age of 60 who reside at home with eligible older individuals.

- Menus for Home Delivered Nutrition programs, shall be certified and documented as complying with the DGA and DRI requirements.

- Consumer Needs Assessments shall be completed within 10 days of initiating the service by staff who have been trained to determine participant eligibility. Reassessments shall be completed every six to nine months.

- Home Delivered Nutrition programs shall provide at least one home delivered meal, daily, for at least five days per week in conjunction with face-to-face wellness checks.

- Additional meals may only be provided, if the nutritionist has determined the individual is in need. If two meals are provided to the same individual, a minimum weekly average of 2/3's the DRI must be provided; and if three meals are provided, a minimum weekly average of 100% of the DRI must be provided.

- Menus with documentation as to nutrient content shall be kept on file by the program for a minimum of seven years.

- All menu substitutions shall be approved in advance by a qualified nutritionist employed by the Area Agency on Aging (AAA) or the nutrition provider.
- An in-home assessment is needed to determine if weekly delivery of refrigerated or frozen meals may be suitable for the participant. In order to be deemed suitable, the participant must at a minimum:
    - Have arrangements made to check on the participants' safety throughout the week,
    - Prefer bulk delivery of refrigerated /frozen meals,
    - Have adequate storage to safely store the frozen meals,
    - Have the needed appliance to safely prepare the frozen meals and
    - Demonstrate their ability in using the appliance safely.

- The participant shall be at home to accept the meal; unless authorized by the AAA nutrition program director. Meals shall not be left with neighbors or friends; unless authorized by the AAA nutrition program director.

- Consumers shall be referred to the AAA for any other serviced that may be needed, including the Supplemental Nutrition Assistance Program (SNAP).

- All nutrition programs shall develop a code of conduct for participants and staff.

- All food service establishments must comply with all applicable licensing laws and ordinances relating to food service operations, including The New Jersey State Sanitary Code (NJAC 8:24-1).

- All nutrition programs shall ensure compliance with the most

current *State of New Jersey Standards for Nutrition Programs Serving Older Adults*.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and the New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice

of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **STATE WEEKEND HOME DELIVERED NUTRITION**

CODE: **437**

CATEGORY: Nutrition Support

UNIT: Each meal

OAAPS CATEGORY: Cluster 1

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, lives alone, ADLs, IADLs, ethnicity, race, poverty status, frail/disabled, vulnerable, nutritional risk

DEFINITION: The provision of delivered, nutritionally adequate meals that comply with the current Dietary Guidelines for Americans (DGA) and provide a minimum weekly average of 1/3 of the Dietary Reference Intakes (DRI) to individuals in their place of residence in conjunction with face-to-face wellness for weekends and/or holidays.

STANDARDS: State Weekend Home Delivered Nutrition services shall meet or exceed the following standards:

- Individuals aged 60 years and older are eligible for State Weekend Home Delivered meals if they are:
  - Homebound;
  - Incapacitated due to accident, illness, or frailty;
  - Unable to prepare meals because of lack of facilities, inability to shop or cook for oneself, unable to prepare meals safely, or lack knowledge and skills to prepare meals;
  - Lacking support from family, friends, neighbors, health aide or other caregivers to help secure meals on weekends and holidays;
  - Spouses of homebound older individuals, regardless of age, if an assessment indicates that receipt of the meal is in the best interest of the participant;
  - Individuals with a disability under the age of 60 who reside at home with eligible older individuals.

- Menus for State Weekend Home Delivered Nutrition shall be certifiedand documented as complying with the DGA and DRI requirements.

- Additional meals may only be provided if the nutritionist has

determined the individual is in need. If two meals are provided to the same individual a minimum weekly average of 2/3's the DRI must be provided; and if three meals are provided a minimum weekly average of 100% of the DRI must be provided.

- Menus with documentation as to nutrient content shall be kept on file by the program for a minimum of seven years.

- All menu substitutions shall be approved in advance by a qualified nutritionist employed by the Area Agency on Aging (AAA) or the nutrition provider.

- Consumer Needs Assessments shall be completed within 10 days of initiating the service by staff who have been trained to determine participant eligibility. Reassessments shall be completed every six to nine months.

- State Weekend Home Delivered Nutrition programs shall provide two home delivered meals for weekend consumption and additional meals for any State holidays.

- An in-home assessment is needed to determine if delivery of refrigerated or frozen meals may be suitable for the participant. In order to bedeemed suitable, the participant must at a minimum:
    - Have arrangements made to check on the participants' safety before and after the weekend and any State holidays,
    - Have adequate storage to safely store the frozen meals,
    - Have the needed appliance to safely prepare the frozen meals, and
    - Demonstrate their ability in using the appliance safely.

- The participant shall be at home to accept the meal; unless authorized by the program director. Meals shall not be left with neighbors or friends; unless authorized by the program director.

- Consumers shall be referred to the AAA for any other serviced that may be needed, includingthe Supplemental Nutrition Assistance Program (SNAP).

- All nutrition programs shall develop a code of conduct for participants and staff.

- All food service establishments must comply with all applicable licensing laws and ordinances relating to food service operations, including The New Jersey State Sanitary Code (NJAC 8:24-1).

- All nutrition programs shall ensure compliance with the most current *State of New Jersey Standards for Nutrition Programs Serving Older Adults*.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and the New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NUTRITION EDUCATION**

CODE: **438**

CATEGORY: Nutrition Support

UNIT: Each Session and actual or estimated audience size
***Audience Size units must be entered as a consumer group**

Service	Examples of Session Units
Nutrition Education	(1) 1 presentation = 1 session Even if offered more than 1 time, by more than 1 presenter, and/or in multiple formats (2) 1 social media message = 1 session Includes text messages (3) 1 newsletter = 1 session Even if containing more than 1 article (4) 1 set of hardcopy materials = 1 session **(5)** Each set covering a different topic/message = separate session **Note: The same message communicated more than 1 way (e.g., menu notes + social media) = 1 session**

Example of Session	Number of Sessions	Estimated audience
Pre/Probiotics (same content given at 5 sites by 5 different diet interns with 25 people in attendance at each site)	One (1)	**125**
Social Media Campaign(Messages on importance of eating fruits/vegetables with 1000 followers)	One (1)	**1000**

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status

DEFINITION: An intervention that uses information dissemination, instruction, or training with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions.

STANDARDS: Nutrition Education shall meet or exceed the following standards:

- Nutrition and health related education provided to a group of individuals as an educational and informative session which complements health promotion goals for participants.

- The service of Nutrition Education shall be overseen by the nutritionist for each congregate nutrition or home delivered meal program. The content must: be consistent with the DGA; accurate, culturally sensitive, regionally appropriate, and consider personal preferences; and overseen by a registered dietitian or individual of comparable expertise as defined in the OAA.

- A variety of educational methods such as food demonstrations and interactive activities may be employed for presentations.
- Lectures shall be at least 20-30 minutes in length.

- Nutrition Education material shall be delivered to both congregate and home delivered nutrition participants at least quarterly.

- Consumers shall be referred to the AAA for any other serviced that may be needed, including the Supplemental Nutrition Assistance Program (SNAP).

- All nutrition programs shall develop a code of conduct for participants and staff.

- All nutrition programs shall ensure compliance with the most current *State of New Jersey Standards for Nutrition Programs Serving Older Adults*.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and the New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.

- In areas where a significant number of participants do not speak English as their principal language, this service or information

pertaining to this service shall be provided in the language spoken by those participants.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NUTRITION COUNSELING**

CODE: **439**

CATEGORY: Nutrition Support

UNIT: Each hour: partial hours may be reported to two decimal places

OAAPS CATEGORY: Cluster 2

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, nutritional risk

DEFINITION: Provision of individualized advice and guidance to individuals (or caregivers on behalf of participants) about options and methods for improving their nutritional status.

STANDARDS: Nutrition Counseling must meet or exceed the following standards:

- Nutrition Counseling is provided to individuals on a one-to-one basis. Information may be communicated to a caregiver who is present with the participant.
- Follow-up on the progress of the participant is part of Nutrition Counseling intervention.
- Nutrition Counseling shall be provided by a qualified nutritionist, as defined in the current *State of New Jersey Standards for Nutrition Programs Serving Older Adults*.
- Nutrition counseling intervention goals shall be designed to improve or maintain the overall health and nutrition status of individuals.
- Consumers shall be referred to the AAA for any other serviced that may be needed, including the Supplemental Nutrition Assistance Program (SNAP).

- All nutrition programs shall develop a code of conduct for participants and staff.
- All nutrition programs shall ensure compliance with the most current *State of New Jersey Standards for Nutrition Programs Serving Older Adults*.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and the New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future

planning needs. This information will be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.
- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **PORTABLE NUTRITION (GRAB AND GO)**

CODE: **441**

CATEGORY: Nutrition Support

UNIT: Each Meal

OAAPS CATEGORY: Cluster 1/Cluster 2

DATA COLLECTION REQUIREMENTS: Name, birthdate, gender, address, lives alone, ADLs, IADLs ethnicity, race, poverty status, frail/disabled, vulnerable, nutritional risk

DEFINITION: The provision of nutritionally adequate meals through portable meals (also known as grab-and-go or carry-out meals) that comply with the current Dietary Guidelines for Americans (DGA) and provide a minimum weekly average of 1/3 of the Dietary Reference Intakes.

STANDARDS: This service shall meet or exceed the following standards:

- Portable meals funded under Title III-C1 may only be provided *to complement* the congregate meal program in the following circumstances:
  - (A) During disaster or emergency situations affecting the provision of nutrition services;
  - (B) To older individuals who have an occasional need for such meal; and/or
  - (C) To older individuals who have a regular need for such meal, based on an individualized assessment, when targeting services to those in greatest economic need and greatest social need.
- Additional meals may only be provided if the nutritionist has determined the individual is in need. If two meals are provided to the same individual, a minimum weekly average of 2/3's the DRI must be provided; and if three meals are provided, a minimum weekly average of 100% of the DRI must be provided.
- Menus with documentation as to nutrient content shall be kept on file by the program for a minimum of seven years.
- All menu substitutions shall be approved in advance by a qualified nutritionist employed by the Area Agency on Aging (AAA) or the nutrition provider.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).

- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **GROCERIES**

CODE: **442**

CATEGORY: Nutrition Support

UNIT: Each unit of assistance

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, nutritional risk

DEFINITION: The provision of groceries or food items based on the individual needs of a consumer. The goal of the service is to provide material aid via these goods.

COMPONENTS: This code shall be used for the cost of groceries, nutrition supplements, and or food items meant to serve as a supplement to congregate or home-delivered meals. Title III-C funds may be allocated to provide these other nutrition services under the Older Americans Act. For all other tasks related to these grocery services, such as procurement and delivery, use service code 212 Housekeeping. For groceries that are ineligible to receive Title III-C funds, continue to use 212 Housekeeping.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

State of New Jersey Department of Human Services
Division of Aging Services

National Family Caregiver Support Program (NFCSP)

Caregiver of an older adult means an adult family member or another individual who is an informal provider of in-home and community care to an older individual; an adult family member or another individual who is an informal provider of in-home and community care to an individual of any age with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction; or an older relative caregiver. Eligible caregivers do not include individuals whose primary relationship with the older adult is based on a financial or professional agreement.

Older relative caregiver means a caregiver who is age 55 or older and lives with, is the informal provider of in-home and community care to, and is the primary caregiver for, a child or an individual with a disability; (1) In the case of a caregiver for a child is: (i) The grandparent, step-grandparent, or other relative (other than the parent) by blood, marriage, or adoption, of the child; (ii) Is the primary caregiver of the child because the biological or adoptive parents are unable or unwilling to serve as the primary caregivers of the child; and (iii) Has a legal relationship to the child, such as legal custody, adoption, or guardianship, or is raising the child informally; and (2) In the case of a caregiver for an individual with a disability, is the parent, grandparent, step-grandparent, or other relative by blood, marriage, or adoption of the individual with a disability.

Data Collection for Caregiver Services: Age, ethnicity, gender, geographic category, minority status, poverty status, race, relationship to care recipient

SERVICE: **NFCSP CAREGIVER OTHER SUPPLEMENTAL SERVICE**

CODE: **700**

CATEGORY: Supplemental Services

UNIT: Defined by Area Agency on Aging

OAAPS CATEGORY: Registered

DATA COLLECTION: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: A service provided to a caregiver that does not fall into the previously defined service categories definitions.

COMPONENTS: Area Agencies on Aging must submit a proposed service definition through a completed Other Service Request Form which shall include:

- Service Name: title of the service
- Service Unit: a discrete measurement used for billing or tracking purposes in provision of a service.
- Service Definition: description of the activity
- Components: required part or element of the service
- Standards: elements outlining the required level of quality and completeness for the service
- Evaluation of proposals will be based on appropriateness of service provision per Older Americans Act guidelines and regulations.
- Services shall be approved prior to contracting.
- Services must fall within one of the following categories: assistive technology, durable equipment, emergency response, consumable supplies, home modifications, repairs, elder abuse prevention, elder rights, health, outreach, public education, socialization, access not reported elsewhere.

STANDARDS: Service activities shall meet or exceed the followingstandards:

- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information

pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER INFORMATION & ASSISTANCE**

CODE: **701**

CATEGORY: Assistance

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, caregiver relationship

DEFINITION: The provision of specific information or assistance to a caregiver or their care recipient, and the establishment of adequate follow-up procedures to this assistance to the maximum extent practicable.

COMPONENTS: Service activities should include:

- Brief intake regarding the specific needs.
- Utilization of the Information & Assistance component of statewide computerized tool.
- Direct provision of information that responds to the individual's immediate expressed needs.
- Linkage with appropriate service providers to ensure necessary services can and will be provided.
- Follow-up activities conducted with individuals and/or agencies to determine whether services have been received and the identified need has been met following the formal referral.
- Assistance with completion of applications for any public benefits program. Includes direct intervention and/or negotiation on behalf of an individual to obtain an entitlement, benefit or needed service.
- Maintaining records, preparing reports, and other administrative efforts necessary to provide Information and Assistance services. The Information and Assistance Specialist shall enter the unit of Information and Assistance service delivery directly within the Call Summary. Call Topics and ADRC Outcomes shall also be documented.

NOTE: For ADRCs/AAAs, service may also be provided to private-pay consumers either by the ADRC directly or referral to the Office ofDisabilities or other appropriate agencies.

***NOTE*:** Provision of information through the use of mass media, such as newsletters, media spots, group presentations, etc., while important, is not to be counted as Information and Assistance contacts. This information is to be counted as Public Information Services.

STANDARDS: Information and Assistance services must meet or exceed the following standards:

- The ADRC/AAA shall provide Information and Assistance services atlocations that are:
    - Sufficient in number to ensure that all individuals, within the planning and service area have reasonably convenient access.
    - Sufficient in space to ensure comfort and confidentiality.
    - Accessible to individuals with disabilities.
- Information can be provided in person, via telephone, mail, or through e-mail access. Internet web site "hits" are to be counted onlyif information is requested and supplied by the agency.
- Services may be provided in homes and/or at other community locations. Where service is provided in a home, staff must display anappropriate form of agency identification.
- A provider of Information and Assistance services must maintain current information on opportunities and services available to individuals as appropriate, and maintain waiting lists of individuals in need of services that are not currently available.
- If an individual is requesting a service that is not offered, the provider of Information and Assistance services will maintain a list for future planning needs.
- Individuals who appear to have multiple needs are referred for a formal evaluation process to determine the most appropriate referral.
- An Information and Assistance provider shall employ a trained I&R staff that is sufficient in number to responsibly carry out their duties.
- An Information and Assistance provider shall adhere to the training policy promoted by the State Unit on Aging, thus ensuring that their Information and Assistance staff is trained, competent and qualified to effectively perform the Information and Assistance function.
- Reported units of Caregiver Information and Assistance will be only those units provided by the AAA and/or a service provider whose primary contracted function is to provide Information and Assistance.
- Information and Assistance providers should maintain a coordinatedand working relationship with the aging and disability network.

- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the AreaAgency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken bythose participants.
- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title IIIfunded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement.
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice ofNondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP OPTIONS COUNSELING**

CODE: **702**

CATEGORY: Assistance

UNIT: Each ½ hour

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, caregiver relationship

DEFINITION: A service that provides an interactive decision-support process to a caregiver to help them identify appropriate programs and services to meet the identified care needs of the caregiver and care recipient. Individuals' needs, preferences, values, culture and circumstances are all considered in providing this service.

COMPONENTS: Service activities shall include:

- The use of individuals' identified needs, expressed preferences, and values of the individual must be considered to ensure a person- centered approach.
- Empower the caregiver by providing information regarding a range of service possibilities which enables informed-decision making.
- Provide information related to services and supports for future anticipated care needs.
- Link individuals and caregivers with appropriate service providers to ensure necessary benefits/services can and will be provided.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).

- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER INFORMATION & ASSISTANCE IN THE FIELD (OUTREACH)**

CODE: **704**

CATEGORY: Assistance

UNIT: Each initial or follow-up contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, caregiver relationship

DEFINITION: An activity conducted to encourage and raise awareness in caregivers regarding benefits and/or programs that may be available to them or their care recipients. Initiated by the service provider, this service also entails locating and identifying individuals who may be in need of services.

COMPONENTS: Service activities include:

- Identifying areas where older persons may reside who may be in need of specific services.
- Use of Info-Vans, going door-to-door in targeted areas or contacting older persons whose names have been solicited from community resources, to inform them of a particular program thatis available to meet their need. Encouraging the older person to utilize the service.
- Initiating a follow-up contact in case the older person requires additional information and/or encouragement.

***NOTE*:** Provision of Outreach through the use of mass media, such as newsletters, media spots, group presentations, etc., while important, is not to be counted as outreach contacts.

STANDARDS: Outreach services should meet or exceed the following standards:

- In areas in which a significant number of older persons do not speak English as their principal language, the service provider should provide Outreach in the language spoken by the older persons.
- An Outreach provider must employ trained paid or volunteer staff that shall be competent, qualified, and sufficient in number to

implement the service objectives of Outreach.

- When Outreach contact is made at a consumer's home, staff shall display an appropriate form of agency identification.
- Consistent and uniform intake procedures and records shall be utilized for Outreach programs within each planning and service area.
- Older persons who appear to have multiple problems and require extended assistance should be referred to a program that can provide such assistance, such as a Care Management program.
- Each Outreach program shall establish and maintain linkages with Information and Assistance programs in the planning and service area.
- An Outreach program should maintain a list of individuals who have been located through outreach efforts and who are in need of service, but who are hesitant to obtain such services, in order that the Outreach program may continue to encourage the person's participation and involvement.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of

such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER CARE MANAGEMENT**

CODE: **705**

CATEGORY: Access Assistance

UNIT: Each 1/2 hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The development of a coherent care plan for arranging and coordinating the delivery of multiple services to a caregiver and their care recipient.

COMPONENTS: Service activities should include:

- Based upon the Comprehensive Assessment, determine the extent of the level of care as minimal, moderate or extensive.
- **Care Plan Development:** To develop an individualized plan of care and services under a care management system based on a comprehensive assessment of the consumer's needs and eligibility forservices.
- **Care Plan Implementation:** To obtain formal and informal services according to an individualized care plan by coordinating existing services, authorization for payment of service, or purchase of services.
- **Care Plan Monitoring:** To determine quality and effectiveness of services provided to a consumer according to an individualized care plan and through periodic consumer contact.
- **Reassessment:** To ensure periodic review of consumer’s needs and the care plan to determine whether there have been changes in theconsumer's situation which warrant revisions to the plan, to determineif the consumer's situation has stabilized, and to determine if termination of Care Management services should be initiated.

STANDARDS: Care Management services must meet or exceed the following standards:

- All efforts of the Care Management should be designed to provide high-quality, cost-effective services in the least restrictive environment.

- Each program must employ staff who have the ability, by trainingor experience, to effectively determine an older person's needs and match those needs with appropriate services.
- Consistent intake procedures and records shall be utilized for Care Management programs within each planning and service area.
- A care plan must be developed for each consumer determined in need.The plan should be developed in cooperation with the consumer and/or the consumer's guardian or designated representative and be approved via a signed service agreement.
- Each care plan must be monitored and reassessed in accordance with the level of need designation.
- All case files must be kept confidential in controlled access filesand must utilize a standard release of information form.
- When appropriate, each provider should be informed of the entire package of services being planned for the older adult in order to encourage coordination and cooperation.
- Each care plan on file must be assigned to a specific care manager and must be assigned in one of the following categories: Open or Closed.
- Each Care Management program will encourage informal caregiving by family, friends, neighbors, responsible individuals, and community organizations.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spokenby those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER TRANSPORTATION**

CODE: **706**

CATEGORY: Supplemental Services

UNIT: Each one-way trip (location to location)

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Conveyance of a care recipient, their caregiver, or both to and/or from community facilities and resources for the purpose of acquiring/receiving available services, benefits, or entitlements.

COMPONENTS: Service activities shall entail one of the following:

- Demand/Response transportation characterized by flexible routing and/or scheduling of vehicles to provide door-to-doorservice on demand.
- Fixed route transportation designed to provide a destination oriented service along a predefined route.
- Emergency Response transportation characterized by an unscheduled response to an individual's immediate and unforeseen need for transportation-generally of a medical nature.

***NOTE*:** Transportation service does not include any other service activities, such as: **(a)** escort services/assistive transportation, (b) meal delivery/home delivered nutrition or (c) transportation services which are included in the provision of another service, such as a bus trip within a socialization / recreation activity. This service does not include direct subsidy to ageneral reduced fare program to a public or private transit system.

STANDARDS: Transportation services shall meet or exceed the following standards:

- The program shall ensure that all vehicles and associated equipment are maintained in proper working condition, and that appropriate maintenance and safety procedures are in place.
- The program shall ensure that all vehicles have appropriateliability insurance coverage
- The program shall ensure that all drivers are appropriately licensed and physically able to safely drive the program vehicles.

- The program shall ensure that all drivers receive appropriate training in the operation of their vehicles, in the use of any associated equipment, in defensive driving techniques, and techniques for coping with medical emergencies. Drivers shall be evaluated on a periodic basis.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at

the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER ASSISTIVE TECHNOLOGY**

CODE: **708**

CATEGORY: Supplemental Services

UNIT: Each item of assistance

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The provision of assistive technology to the caregiver or care recipient to help them maintain independence, reduce social isolation, enable socialization, and help perform activities that might otherwise be difficult or impossible for the purpose of aiding the caregiver. Assistive technology includes devices or services that range from very high technology to very lowor no technology.

Service	**Example**
Assistive Technology **IS**	(1) Loaning a tablet out to consumers who are homebound and guiding them through their use of the device. (2) Providing consumers with an automatic jar opener and guiding them through the use of their device.
Assistive Technology **IS NOT**	I&A I&A is providing the phone numbers of three agencies that can potentially meet the identified assistive technology need.
Assistive Technology **IS NOT**	Physical Health Medical and other health related devices that might be classified as assistive technology shall be classified under the taxonomies related to Physical Health (326, 726, 826).
Note: Other services that include the purchase or use of assistive technology devices (i.e. tablets used at a senior center) shall be classified under the appropriate service program and are excluded under this service.	

COMPONENTS: Service activities shall include:

Identification of potential consumers:

- Participants shall be caregivers of individuals aged 60 years and older, identified through caseworkers, or referrals from other agencies, family or self-identification, and seeking information on acquiring assistive device or service to maintain the consumer's independence, reduce social isolation, enable socialization or the performance of activities that might otherwise be challenging or

impossible.

Assessment of consumer's needs:

- Conduct a general inquiry of the caregiver and care recipient's need for assistance with maintaining independence, reducing social isolation, socialization or performing activities that mightotherwise be challenging or impossible.
- Determine the category of appropriate item for the consumer,which can include a technological device to:
    - Enable/enhance communication opportunities (tablet,smart phone, for example); or,
    - Provide in-home or off-site health and safety monitoring (wearables, sensors remote video monitoring, door sensors, telemedicine, sensor mats, fall detectors, for example); or,
    - Provide reminders and assistance (voice activated speaker, virtual assistant, reminder system, for example); or,
    - Help the consumer to maintain independence (automaticjar opener or robotic vacuum, for example).
- Assess (preferably in-person) the most appropriate level of technology (which can be as low tech as an automatic jar opener or as high tech as a tablet) and the type of item required to satisfythe need identified in the screening.

Plan Development:

In collaboration with the consumer:

- Utilizing the assessment that was completed, develop a plan that identifies whether the caregiver and/or care recipient requires assistance, how that assistance might be provided through assistive technology and provides for the delivery or encouragement of the use of that assistive technology.
- Identify specific assistive technology item (such as a product system acquired commercially or an existing item that is modifiedor customized). Please note, the decision as to which item of assistance is appropriate for the care recipient shall be in conjunction with the caregiver and care recipient in line with person centered planning.
- Provide brief overview of terms and conditions for use of thedevice mentioned below under Plan Implementation.
- Address the provision of instructional materials, hands-on demonstration of any device, explanation of length of period for device use, and responsibilities of parties involved.
- Address whether the purchase of a device, internet/Wi-Fi, or broadband access is necessary if not otherwise available to the consumer.
- Address the installation or set-up of a device.

NOTE: If eligible, a consumer's phone or internet access plans shall be coordinated

withexisting programs such as FCC's Lifeline programs before the use of APC funds for such services: https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications prior to the use of OAA funds for the purchase of cellular or internet access.

Plan Implementation:

- Prior to the consumer taking possession of an assistive device or service, the consumer shall agree to the terms and conditions for use of the item (by signing an electronic or hard copy), whichshall include but not be limited to:
    - Information regarding any requirement for consumer to attend device training, information on assistance and troubleshooting;
    - Information regarding maintenance of the item;
    - Information regarding responsibility for any costs, procedures for damages, theft or loss;
    - Terms of lending, if applicable, and length of loanperiod;
    - Information regarding the requirement for reassessment of plan and monitoring of the device;
    - Information on the frequency of reassessment;
    - Information on whether the device may be used by individuals in the home who are younger than age 60;and
    - Information on how upgrades to software will beprovided.
- The plan implementation shall include the provision of hands-on device training, which shall require the consumer to demonstrate proficiency with item to ensure appropriate use. If a demonstration is conducted without the consumer's hands-on access to the device, the provider shall make every effort to demonstrate the device in other ways.

NOTE: Items loaned to consumers shall not be single-use items, but shall be loaned to consumers on a short-term basis and returnable to the program.

Monitoring of services:

- Monitoring of the use of the technology on a regular basis is required.
- The device shall be repaired and maintained and security and system updates shall be installed throughout the agreement withthe consumer.

Reassessment of plan:

- A reassessment to determine consumer's use and continued need for the device(s) shall be required on a regular basis.
- The reassessment plan shall include a review of the agreement required as part of Plan Implementation.

STANDARDS: Assistive Technology shall meet or exceed the following standards:

- Services shall be aimed at enhancing the consumer's dignity and

maximum level of functioning.

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information s be supplied to the AAA when requested.
- The service provider shall make every effort to provide the servicein an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division'spolicies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER HOME MODIFICATION**

CODE: **709**

CATEGORY: Supplemental Services

UNIT: Hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The provision of minor home adaptations or structural modifications, such as adding ramps and grab bars or widening doorways, to facilitate a care recipient's ability to live at home or in a community setting.

COMPONENTS: Service activities shall include:

- Tasks, such as replacing door locks, caulking windows, changing screens and storm windows, minor repairs to appliances; and other minor home repairs which are necessary.
- The provision of weatherization improvements, housing improvements which may deter crime, installation of handrails or ramps to meet the special needs of individual elderly people due to physical disabilities; improvements and repairs to roofs, siding, doors and windows, foundation, floors, interior plumbing, electrical, and painting done to prevent deterioration and in conjunction with repairs.
- This service is intended to maintain the person's health and safety in the home, not for purely aesthetic improvements to the home
- The service does not include repairs that are the responsibility of a landlord.
- A work order shall be signed by the client confirming the work to be done and the approximate date and time of day the service worker will arrive at the client's residence. Each service shall include a job completion procedure, which includes verification that work is

complete and accurate; and acknowledgment by the consumer that work is acceptable.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the

service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER PUBLIC INFORMATION SERVICES**

CODE: **710**

CATEGORY: Information Services

UNIT: Activity

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, caregiver relationship

*__NOTE:__ Service units should be entered as a consumer group

DEFINITION: A public and media activity that conveys information to caregivers about available services, including in-person interactive presentations, booth/exhibits, or radio, TV, or online events. This service is not tailored to the needs of an individual. An activity conducted to promote awareness of programs, services and information of relevance to older persons and caregivers, adults with physical disabilities age 18 and older and private-pay consumers.

COMPONENTS: Service activities shall include:

- In-person, written or electronic information provided by staff or volunteers to increase the recognition, accessibility and availability of the Area Agency on Aging. May include specific information about utilization of a particular timely benefit and/or program, e.g., Medicare Part D information.
- Dissemination of information through mass media, such as newsletters, brochures, Internet, media spots, as well as group presentations or public events, e.g., health fairs or other public venues.

STANDARDS: This service shall meet or exceed the following standards:

- Consumers shall be referred to the AAA for any other services that may be needed.
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The provider agency shall maintain records, prepare reports, and perform

other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER RESIDENTIAL MAINTENANCE**

CODE: **711**

CATEGORY: Supplemental Services

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A service provided by a volunteer or paid staff person for intermittenthousehold and/or yard care to a care recipient and their caregiver whose health and safety are threatened because they cannot perform these services by themselves and/or are at risk of institutional placement.

COMPONENTS: Service activities shall include:

- Determining that services are needed due to the fact that there isno family member or other responsible informal caregiver available or capable of providing such services.
- Labor-intensive unskilled tasks, such as moving furniture; yard and walk care; removing snow and raking leaves; seasonal upkeep activities, such as cleaning attics, basements, and garages which can be provided by non-professional staff.
- Tasks, such as replacing door locks, caulking windows, changing screens and storm windows, minor repairs to appliances, and other minor home repairs which are necessary.
- The provision of weatherization improvements, housing improvements which may deter crime, installation of handrails or ramps to meet the special needs of individual elderly people due to physical disabilities; improvements and repairs to roofs, siding, doors and windows, foundation, floors, interior plumbing, electrical, and painting done to prevent deterioration and in conjunction with repairs.

STANDARDS: Residential Maintenance services shall meet or exceed the followingstandards:

- Residential Maintenance is provided to maintain the person'shealth and safety in the home, not for purely aesthetic improvements to the home or yard, unless the activities are necessary to keep the consumer in his/her place of residence.
- Residential Maintenance shall be provided in a manner to ensure

that primary supervision and responsibility for the activities remain with the individual being served.

- Residential Maintenance services shall be provided only to a home or apartment occupied by an elderly person. The project will make repairs to tenant's personal property, but will not make repairs that are the responsibility of the landlord.
- Residential Maintenance providers shall be trained and sensitizedto the situations and needs of the older population they will be serving.
- A mechanism shall be in place to enable providers to work cooperatively with other involved agencies as to consumer status andproblems.
- Appropriate supervision shall be available to Residential Maintenance providers to help resolve problems or conflicts that may result from their contact with the older person, and to provide additional technical assistance, as needed.
- Each program shall establish and utilize criteria for prioritizing requests for residential maintenance based on consumer need and appropriateness of services requested.
- Each program shall develop procedures for screening potential providers to ensure that they are capable of providing adequate services, and to protect the safety of the older person.
- Participants shall be provided with information on how other housing-related services which may be necessary can be obtained.
- A work order shall be signed by the consumer confirming the work tobe done and the approximate time of day the service worker will arrive at the consumer's residence.
- Each program shall maintain a record of repairs performedincluding dates, tasks performed, materials used, and cost.
- Each program shall utilize a job completion procedure whichincludes verification that work is complete and accurate; andacknowledgment by elderly resident that work is acceptable.
- To ensure that this service is available to all consumers in the planningand service area (PSA), the AAA shall seek sub-grantees and focal points that can serve the targeted population in the PSA to the maximum extent possible.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievancepolicy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP CAREGIVER HOUSEKEEPING**

CODE: **712**

CATEGORY: Supplemental Services

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A service provided by a volunteer or paid staff person for routine basic upkeep and management of a home, for the purpose of enabling a care recipient and their caregiver to maintain themselves in a place of residence by removing housekeeping barriers.

COMPONENTS: Service activities shall include:

- Determining that services are needed due to the fact that there isno family member or other responsible informal caregiver available or capable of providing such services.
- Light or heavy housecleaning services, such as laundry, dusting, mending, cleaning, meal preparation, washing floors, etc., that canbe provided by non-professional staff.
- Performance of routine errands, such as grocery shopping or purchasing prescribed medications.
- Ongoing monitoring by housekeeping staff to detect changes in consumer's condition, and provide referral, if necessary, to establish alinkage with the appropriate agency.

STANDARDS: Housekeeping services shall meet or exceed the following standards:

- Housekeeping services shall be provided in a manner to ensurethat primary management responsibility for the home remainswith the individual being served.
- Housekeeping providers shall be trained and sensitized to the situations and needs of the older population they will be serving.
- A mechanism shall be in place to enable Housekeeping providersto work cooperatively with other involved agencies as to consumer status and problems.
- Appropriate supervision shall be available for workers to help

resolve problems or conflicts which may result from their relationship with the consumer, and to provide additional technical assistance, as needed.

- To ensure that this service is available to all consumers in the planningand service area (PSA), the AAA shall seek sub-grantees and focal points that can serve the targeted population in the PSA to the maximum extent possible.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or itsreplacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).'All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of

initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP CERTIFIED HOME HEALTH AIDE (RESPITE)**

CODE: **713**

CATEGORY: Respite

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: General support by certified and professionally supervised home health aides to maintain, strengthen, and safeguard the functioning ofa care recipient and their caregiver in their homes during periods of illness or severe instability the caregiver cannot address themselves.

COMPONENTS: Service activities shall include:

- Performance of daily personal care activities, such as feeding, bathing, grooming, personal hygiene, dressing, exercising, assisting with bed mobility and ambulation, and assisting withself-administered medication.
- Performance of **light** household tasks related to health maintenance services, such as cleaning bathroom after assisting consumer with bath, cleaning kitchen after assisting consumer with meals,changing bed linen after assisting consumer with bath and/or bed mobility, laundering of towels, bed linen, etc.
- Prepare and serve meals including special diets.
- Performance of **light** housekeeping tasks, such as sweeping,dusting, ironing, and mending of clothes, etc.
- Instructions to individual or family members in home management, the care of dependent members of the household,and in self-care.
- Provision of necessary emotional and social support.

STANDARDS: Certified Home Health Aide services shall meet or exceed thefollowing standards:

- Certified Home Health Aide services funded by the AAA are available only to residents 60 years of age or older or persons who are chronically physically disabled who would not otherwisequalify for services under any other program.
- Priority for service shall go to those individuals meeting the above

conditions, who are otherwise eligible for a nursing facility if they do not receive such service. In particular, priority shall be given to referrals from hospitals, doctors, Geriatric Assessment, and Care Management Sites, and to those individuals most socially and economically disadvantaged.

- The agency shall meet and comply with all required rules, regulations, and standards set by the cognizant accrediting agency.
- All staff providing the service shall be fully trained and professionally qualified and receive certification from the State Board of Nursing.
- The agency shall maintain, follow, and continually update a training and supervision program to make sure staff are fullytrained and familiar with agency procedures.
- All requests for service shall be processed within a reasonable time of receipt, including identification of possible eligibility forservice funded from another source other than the AAA.
- Care assessments shall be started within three **(3)** working days after receipt of application.
- A plan of care shall be developed for each new participant withinfive **(5)** working days after enrollment.
- All plans of care and other participant records shall be kept in a secure location to protect confidentiality.
- Caseloads shall be continually reviewed to ensure priority participants are being served.
- Participant needs shall be reassessed every six **(6)** months or more frequently, with revisions made in the plan of care as necessary; any observed changes must be immediately noted inthe participant plan of care.
- Participants shall be provided with information on how other needed services (e.g., Medicare, Medicaid, SSI, transit, housing, prosthetic or rehabilitative devices, etc.) may be obtained, and must be provided assistance in gaining access to those services.
    - Participants, family members, and/or caregivers shall be informed of agency procedures for protecting confidentiality,for reviewing progress against the plan of care, and other matters germane to the participant's decision to accept services.
    - Participants, family members, and/or caregivers shall be given the opportunity to learn how to perform the tasks performed by the Certified Home Health aide, in order to give the participant and the informal support network a chance to function independent of agency service.
    - All participant records of care, service costs, sources of funds, and agency procedures shall be reviewed regularly.

- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP VISITING NURSE (RESPITE)**

CODE: **714**

CATEGORY: Respite

UNIT: Each visit

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Services designed to maintain a care recipient and their caregiver in their own residences or in community-based settings by providing skilled nursing services or therapy, deterring or avoiding the need for hospitalization or institutionalization.

COMPONENTS: Service activities should include:

- Receiving requests for service and completing the intake process.
- Conducting a comprehensive in-home assessment of the participant's social circumstances, economic conditions, medical history, physical status, mental status, and ability to perform the activities of daily living.
- Developing a plan of care for each participant.
- Providing in-home preventative, restorative, and/or rehabilitative nursing care by or under the supervision of a registered professional nurse, either on a continuous or short-term basis.
- Administering and supervising medication and treatment, following the overall medical plan of care including treatment,rehabilitation, medication, injection, and other medical care necessary for the participant's safety and comfort.
- Physical, occupational, or speech therapy provided by or under the supervision of a qualified therapist.
- Health education, counseling, and/or social work services neededas part of the in-home care plan.
- Providing instruction and guidance to participant, family, and other caregivers on preventive health care, including nutrition,accident prevention, and use of health and social service resources.
- Providing information about other programs and services for which the participant might be eligible, referring the participant toproper

services as necessary.

- Referring the participant to a physician or medical facility forneeded specialized health care or treatment.
- Coordinating with other service providers for needed supportive services.
- Reevaluating the plan of care quarterly, and modifying it as necessary.

STANDARDS: Visiting Nurse services shall meet or exceed the following standards:

- Visiting Nurse services funded by the AAA is available only to residents 60 years of age or older who would not otherwise qualify for this service under any other program. Priority for Visiting Nurse services shall go to those individuals meeting the above conditions, who are otherwise eligible for admission to a nursing facility if they do not receive visiting nurse services. In particular, priority shall be given to referrals from hospitals, doctors, GeriatricAssessment and Care Management Sites, and to those individuals most socially and economically disadvantaged.
- The agency shall meet and comply with all required rules, regulations, and standards set by the cognizant accrediting agency.
- All staff providing the service shall be fully trained and professionally qualified.
- The agency shall maintain, follow, and continually update a training and supervision program to make sure visiting nurse staffare adequately trained and familiar with agency procedures.
- All requests for service shall include identification of possible eligibility for visiting nurse services funded from Medicare, Medicaid, or community sources other than the AAA.
- All plans of care and other participant records shall be kept in a secure location to protect confidentiality
- Caseloads shall be continually reviewed to ensure priority participants are being served.
- Participant needs shall be reassessed at regular intervals; any observed changes shall be noted in the participant's plan of care.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an

accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP CAREGIVER SUPPLIES**

CODE: **716**

CATEGORY: Supplemental Services

UNIT: 1 hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The provision of goods to a caregiver or care recipient that directly supports the health and independence of the individual, including, but not limited to, adaptive clothing, personal care items, incontinence supplies, and first aid supplies.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the

service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER EMERGENCY SERVICES**

CODE: **717**

CATEGORY: Supplemental Services

UNIT: Each contact

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Services designed to provide assistance to a caregiver in situations when an emergency occurs and it is not possible for them or their care recipient to obtain immediate aid through existing social service agencies.

COMPONENTS: Service activities shall include:

- Brief intake to determine the nature of the emergency, what assistance is needed, and whether it is possible to assist the consumerwith the action that he/she wishes to take.
- Activities include the provision of emergency fuel, food, clothing, home repair and shelter services.
- Providing information about other programs and services for which the consumer may be eligible, providing assistance to the consumer in gaining services, and referring the consumer to proper services as necessary.
- Linkage with other agency providers and family members to coordinate services.
- Provision for a 24-hour hotline for Emergency service.

STANDARDS: Emergency service activities shall meet or exceed the following standards:

- Emergency services shall be used for older persons who have a life or shelter-threatening situation that requires urgent and immediate action.
- In the case where the emergency is for home repair or fuel, the homeowner shall be 60 years of age or older.
- Emergency services shall be provided when the situation cannot be alleviated through any other means or when no other funding is available.

- Emergency services shall be aimed at providing a consumer in a crisissituation with a safe environment.
- Emergency services shall only be provided once in a contract period for each consumer. Exceptions can be made for extenuating circumstances only.
- The consumer's situation shall be reviewed within 24 hours to determine if assistance should continue and what other actionmay be appropriate.
- Once the emergency is over, all consumers requesting emergency assistance shall be referred for financial counseling and other such assistance as deemed appropriate. These referrals will be made within 24 hours of the original request for assistance.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP CAREGIVER HOUSING ASSISTANCE**

CODE: **719**

CATEGORY: Supplemental Services

UNIT: Each contact

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Assistance to a care recipient and their caregiver in locating, obtaining, or retaining suitable housing for the purpose of allowing the caregiver to continue to provide care in a community setting.

COMPONENTS: Service activities shall include:

- Researching and pursuing the resolution of appropriate alternatives and/or methods to reduce the cost of the individualsliving arrangements.
- Help persons in finding and moving into adequate housing to meet their specific needs. This may include organized information and assistance, referral, transporting or directing consumers to prospectivehousing, and assisting consumers in the selection of available housing.
- Providing guidance in housing options such as reverse mortgages, homesharing/matching, group homes, specially designed housingfor older adults.
- Provide tenant counseling, understanding leases, securing utilities.
- Helping consumers to identify and correct substandard housing conditions on behalf of persons who are unable to protect theirown interests.
- Providing information about other programs and services for which the consumer may be eligible and referring the consumer to proper services as necessary.

***NOTE*:** The provision of Information and Assistance is considered part of this service and, therefore, shall **not** be reported separately under Information and Assistance.

STANDARDS: Housing Assistance activities shall meet or exceed the following standards:

- Shall be clearly linked to an established housing program/service.

- Shall be aimed at enhancing the consumer's knowledge or housing choices.
- Volunteers and staff providing housing assistance shall have the ability by training or experience in housing options to effectively assist in determining choices available and accessible to the consumer.
- A mechanism shall be in place to enable housing assistants to work cooperatively with other agencies.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or itsreplacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof

Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP CAREGIVER SUPPORT GROUP**

CODE: **720**

CATEGORY: Support Groups

UNIT: Each session per participant

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A group that meets on a regular basis, formed to help relieve caregiverstress and to provide peer support, education, and information to caregivers.

COMPONENTS: Service activities shall include:

- Recruiting by program staff of caregivers to participate in the support group. Recruitment can be selective if the group is focused on a subset of caregivers, such as those caring for victimsof Alzheimer's disease or strokes.
- Arranging meeting times, conducting support group meetings, and determining what topics to discuss based on the input, interest, and needs of caregivers.
- Providing information about programs and services that the caregiver and/or older relative may be eligible and providing referral to proper services as necessary.
- Ongoing monitoring by the group facilitator of the caregiver's stress level and providing intervention or referral if appropriate.
- Methods such as a sign-in sheet should be developed to obtain the name of the caregiver and the relationship of the caregiver to the care recipient to enable the AAA to meet OAAPS reporting requirements.

STANDARDS: Caregiver Support Group services shall meet or exceed the followingstandards:

- Staff facilitating the support group shall be knowledgeable in the care and needs of older persons either through education, training, or experience.
- A mechanism or policy shall be established for the caregiver support group in order to ensure the confidentiality of information shared within the group.

- Caregivers shall be provided information on the system of services available to older adults in the community and how to access these services if necessary.
- Caregiver support groups shall be limited in size to enable the discussion and support to be of maximum benefit to the participants.
- The support group may be focused by a specific disease (*e.g.,* Alzheimer's disease, stroke victims) or by a general function (*e.g*., stress management, peer support).
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP ADULT DAY SERVICES – SOCIAL (RESPITE)**

CODE: **721**

CATEGORY: Respite Care

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A structured program for care recipients who require care and supervision in a protective setting for a portion of a 24-hour day, with emphasis on social and recreational activities in a group setting. This program is intended to provide respite or assistance to a care recipient's caregiver.

COMPONENTS: Service activities should include:

- Determining the participant's social circumstances, economic conditions, medical history, physical status, mental status, andability to perform the activities of daily living.
- Developing individualized plans of care and, in coordination withthe consumer, family caregiver, or other appropriate person a discharge plan that takes into account the plan for the person when his or her needs become too great.
- Reevaluating the plan of care periodically and modifying it as necessary.
- Providing basic services that include a protective environment, one meal, social activities, rest periods as needed, emergency medical arrangements, and liaison with home situation. Additional services may include personal care, special diet, healthscreening, health counseling, and educational activities.
- Coordinating with the consumer, family, caregiver, or other appropriate agency for the provision of transportation to and from the Adult Day Services center.
- Providing information about other programs and services for which the participant might be eligible, referring the participant toproper services as necessary, and providing assistance to the participant in gaining public benefits.

STANDARDS: The Adult Day Services - Social service shall meet or exceed thefollowing

standards:

- All efforts of the Adult Day Services center shall be designed at achieving and/or maintaining the consumer's maximum level of functioning.
- A centralized facility shall comply with all applicable building regulations and fire, health, and safety codes, and compliance shall be documented through inspections by appropriate local health, fire, and building officials.
- The provider shall employ a trained paid or volunteer staff that shall be competent, qualified and sufficient in number to providethe service in a safe environment.
- The agency shall maintain, follow, and continually update a training and supervision program to make sure staff are fullytrained and familiar with agency procedures.
- The Adult Day Services center caseload shall be continuallyreviewed to ensure priority participants are being served.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13

Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP ADULT DAY SERVICES – MEDICAL (RESPITE)**

CODE: **722**

CATEGORY: Respite

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A structured program for care recipients who require care and supervision in a protective setting for a portion of a 24-hour day, with emphasis on thephysically or cognitively impaired older adults. This program is intended to provide respite or assistance to a care recipient's caregiver.

COMPONENTS: Service activities shall include:

- Determining the participant's social circumstances, economic conditions, medical history, physical status, mental status, andability to perform the activities of daily living.
- Developing individualized plans of care, and, in coordination with the consumer, family caregiver, or other appropriate person, a discharge plan that takes into account the plan for the person when his or her needs become too great.
- Reevaluating the plan of care periodically and modifying it as necessary.
- Providing basic services that include a protective environment, one meal, social activities, rest periods as needed, emergency medical arrangements, and liaison with home situation. Additional services may include personal care, special diet, healthscreening, health counseling, and educational activities.
- Coordinating with the consumer, family, caregiver, or other appropriate agency for the provision of transportation to and from the Adult Day Services center.
- Providing information about other programs and services for which the participant might be eligible, referring the participant toproper services as necessary, and providing assistance to the participant in gaining public benefits.

STANDARDS: The Adult Day Services - Medical service shall meet or exceed thefollowing

standards:

- All efforts of the day care center shall be designed at achieving and/or maintaining the consumer's maximum level of functioning.
- The Adult Day Services facility shall be licensed by the State Department of Health and Senior Services, Division of Health Facilities Evaluation and Licensing and in compliance with themost current rules and regulations.
- The facility shall provide at a minimum, dietary, nursing, activities, pharmaceutical, and social work services, directly in the facility.
- The provider shall provide at least one full-time or full-time equivalent staff member for every nine consumers, calculated on the basis of the daily census.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService

Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER LEGAL ASSISTANCE**

CODE: **725**

CATEGORY: Supplemental Services

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Legal advice, assistance, and/or representation provided by or underthe supervision of a lawyer, in order to protect and secure the rights of a care recipient and caregiver.

COMPONENTS: Service activities shall include:

- Legal Assistance provided by an attorney (or personnel supervised by an attorney) in areas, such as public entitlements, planning/protecting autonomy, health care/long-term care, family/domestic, housing/utilities, individual rights, and consumer issues.
- An intake process to determine the nature of the consumer's legal difficulties and questions, what assistance is needed, and whether the program is able to assist the consumer with the course of action that he/she wishes to take. An appropriate referral shall be madeif the program cannot help the consumer.
- Assistance to resolve the consumer's problem that includes legal counsel and information, legal research, preparation of legal documents and correspondence, negotiations involving public benefits, and representing consumers in administrative hearings andin court.
- Providing Community Legal Education that benefits a large number of consumers cost effectively. Individuals may learn about their legal rights and responsibilities in order to avoid legal problems. Individuals may be taught to represent themselves before appropriate administrative agencies and courts. Community legal education may be used to increase consumer's abilityto take a more active independent role in decision-making processes that affect them. In addition, it can increase general awareness of problems facing older people.
- Providing information about other programs and services forwhich

consumers may be eligible and referring consumers to proper services as necessary.

STANDARDS: Legal Assistance services shall or exceed the following standards:

- Legal Assistance funded by the AAA is available to residents 60 years of age and older who have a legal problem that falls withinthe priorities established for the program.
- All efforts of the legal assistance provider shall be designed to achieve and/or maintain the consumer's dignity and maximum level offunctioning.
- The Legal Assistance provider shall have the capacity to deliverlegal services to institutionalized, isolated, and homebound individuals; and have offices and/or outreach sites which are convenient and accessible to older persons in the community.
- In areas where a significant number of consumers do not speak Englishas their principal language, legal assistance shall be provided in the language spoken by those consumers.
- All staff providing the assistance shall be fully trained and professionally qualified. Staff who are not attorneys qualified to practice before the bar shall be supervised by such an attorney.
- The Legal Assistance provider shall have staff with expertise in specific areas of law affecting older persons in economic or social need, such as public benefits, tenant issues, abuse/neglect and Medicaid/Medicare.
- It is not necessary that the supervising attorney always be presentin the office, but he/she shall be accessible for telephone consultation as necessary and should have regularly scheduled meetings with those non-lawyers providing the legal assistance. The attorney shall also be available to represent consumers in court orfurther proceedings if and when necessary.
- A mechanism shall be in place to enable legal assistance providersto work cooperatively with other involved agencies as to consumer status and problems.
- Each Legal Assistance provider shall make efforts to involve the private bar in legal services, including groups within the private bar that furnish legal services to older persons on a pro bono andreduced fee basis.
- Each Legal Assistance provider shall have a copy of Policy Memorandum 91-11, III-6, dated August 30, 1991, "Standards forthe Provision of Legal Assistance to Older People in New Jersey."
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and

perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER PHYSICAL HEALTH**

CODE: **726**

CATEGORY: Supplemental Services

UNIT: Each contact

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Screening, assessment, and treatment activities that assist a care recipient and their caregiver to improve or maintain physical health by helping them to identify and understand their health needs and secure necessary medical, disease prevention or health maintenanceservices in order to foster or maintain caregiving.

COMPONENTS: Service activities should include:

- A complete health assessment to determine overall health, or a partial assessment/screening for individual health problems, suchas hypertension, diabetes, or vision and hearing deficits.
- Offering basic health advice and information in response to screening/assessment results and making referrals for medical intervention as indicated.
- Providing treatment or therapy as indicated by health assessmentor from referral by appropriate professionals. This may include vaccinations.
- Durable medical equipment and medical supplies as ordered by a physician that are not reimbursable under other insurance, Medicare or Medicaid. This may include Emergency Response Systems (ERS).
- Supplemental services provided on a limited basis (no more than 20% of the total funds allocated for Physical Health unless a waiver is submitted to the State with justification) that may include, but are not limited to, home modifications, assistive technologies, emergency response systems and incontinence supplies.
- Health professionals, (registered nurse, physician, paraprofessionals* and/or volunteers) serving as a resource person to consumers and other health professionals in regard to information on health issues and other services for which the participant may be

eligible and referring the participant to properservices as necessary.

***NOTE*:** Paraprofessionals are defined as "A trained worker who is not a member of a given profession but who assists a professionalor one with assured competencies in a field."

STANDARDS: Physical Health services shall meet or exceed the following standards:

- Physical Health services shall be conducted by a registered nurseor physician, or by paraprofessionals and/or volunteers under the supervision of a professional.
- Providers of Physical Health services shall have adequate knowledge of or be provided with training in basic gerontology, aging and health, and common health problems of the elderly.
- A follow-up contact shall be made within a reasonable time period if an individual has been encouraged to seek additional medical intervention. The consumer's choice on whether or not to seek medical intervention should be recorded on his/her records.
- If the results of tests conducted by the health professional are not readily available to the consumer, then the health provider shall contact the consumer when the results are known. The contact may be by phone or mail if all test results are normal, but should be by phone or in person if one or more test results are abnormal. The purpose of this contact is either to assure the consumer that the test did not indicate a health problem or to describe problem(s) that were detected, and provide reassurance and education about howto deal with these problems.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are

upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP CAREGIVER TRAINING**

CODE: **727**

CATEGORY: Training

UNIT: Session

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A service that provides a caregiver with instruction to improve knowledge and performance of specific skills relating to their caregiving roles and responsibilities.

COMPONENTS: Service activities may entail the following:

- Skills may include activities related to health, nutrition, and financial management; providing personal care; and communicating with health care providers and other family members.
- Training may include use of evidence-based programs; be conducted in-person or online; and be provided in individual or group settings.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER EDUCATION**

CODE: **731**

CATEGORY: Caregiver Training

UNIT: Each session per participant

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A formally structured class, lecture, seminar or one-on-one session that provides a caregiver with opportunities to acquire knowledge and skills that will aid them to continue in the role of caregiving.

COMPONENTS: Service activities shall include:

- Determining, preferably with the involvement of caregivers, the content area to be involved in the class or lecture or seminar.
- Providing group instruction in content areas that may include lectures on caregiving strategies, accessing available resources, preserving the health of the caregiver, legal related sessions focusing on POA, guardianship and other decision making.
- Methods, such as a sign-in sheet, should be developed to obtain the name of the caregiver and the relationship of the caregiver to the care recipient to enable the AAA to meet OAAPS reporting requirements.

NOTE: Education services do not include classes, training, or lectures forAAA or service provider staff.

STANDARDS: Education services shall meet or exceed the following standards:

- Each education program shall establish linkages with local education programs in order to maximize coordination and minimize duplication.
- The provider of education services shall be knowledgeable in the skill or topic to be presented through either education, experience, or training.
- Education programs shall attempt to balance the content of educational sessions with the interests, skills, and abilities of prospective participants.

- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP CAREGIVER SOCIALIZATION/RECREATION**

CODE: **733**

CATEGORY: Supplemental Services

UNIT: Each session per participant

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Planned and structured activities and programs provided to a care recipient and/or caregiver in order to facilitate social contact, reduce isolation, and improve personal life satisfaction of the care recipient and/or the caregiver.

COMPONENTS: Service activities should include:

- Determining, preferably with the involvement of older persons, the types of activities and programs that will be offered, includingthose allowing for intergenerational interaction if desired.
- Program planning, development, scheduling, and implementationof socialization and recreation activities suitable for elderly participants.
- Instructions, discussion groups, reminiscence programs including spelling bees, karaoke and recall of old songs, etc., and participation in arts and crafts, hobbies, travel, games, group tours,outings, and other activities of a similar nature.
- Developing and distributing calendars of scheduled socializationand recreation activities and events.
- When necessary and appropriate, transportation and supervision should be provided for recreation and socialization activities.

NOTE: Socialization/Recreation does not include: informal activities and spur of the moment get-togethers which are incidental to the primary servicebeing provided; or work with senior citizen groups or their organization about social/recreation services for the elderly.

STANDARDS: Socialization/Recreation services shall meet or exceed the followingstandards:

- The provider of Socialization/Recreation services shall be knowledgeable in the activity or program either through education, experience, or training.

- Socialization/Recreation programs shall design activity sessionsfor the interests, skills, and abilities of prospective elderly participants.
- Services shall be provided to expand the opportunities for satisfying leisure time and social activities for individuals so as tofoster their health and social well-being.
- Participants, family members, and/or caregivers shall be provided with information on how to get needed services, such as Medicare, Medicaid, legal assistance, energy assistance, etc., if requested.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof

Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement)

SERVICE: **NFCSP CONGREGATE MEAL**

CODE: **735**

CATEGORY: Supplemental Services

UNIT: Meal

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The specific provision of a nutritionally adequate meal for a caregiver and/or their care recipient in a social, congregate setting or as a portable meal. The meal must comply with the current Dietary Guidelines for Americans (DGA) and provide a minimum weekly average of 1/3 of the Dietary Reference Intakes (DRI). This meal provides aid to a caregiver and/or care recipient.

STANDARDS: This service shall meet or exceed the following standards:

- Menus for congregate nutrition shall be certified and documented as complying with the DGA and DRI requirements.
- All food service establishments must comply with all applicable licensing laws and ordinances relating to food service operations, including The NJ State Sanitary Code.
- All nutrition programs shall develop a code of conduct for participants and staff.
- All nutrition programs shall ensure compliance with the most current State of New Jersey Standards for Nutrition Programs Serving Older Adults.
- All nutrition programs shall ensure compliance with the most current State of New Jersey Standards for Nutrition Programs Serving Older Adults.
- If a caregiver is the spouse of a care recipient or otherwise eligible to receive a meal under 435 Congregate Nutrition, units shall be entered under that service code. If they are not eligible to receive a meal under that service code (for example, if they are younger than 60), they can be eligible under this code.
- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use

available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.

- Consumers shall be referred to the AAA for any other services that may be needed, including the Supplemental Nutrition Assistance Program (SNAP).
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of

Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP HOME DELIVERED MEAL**

CODE: **736**

CATEGORY: Supplemental Services

UNIT: Meal

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The provision of the delivery of nutritionally adequate meals that comply with the current Dietary Guidelines for Americans (DGA) and provide a minimum weekly average of 1/3 of the Dietary Reference Intakes (DRI) to a caregiver or their care recipient in their own or their care recipient's place of residence. These meals should provide aid to a caregiver or care recipient.

STANDARDS: This service shall meet or exceed the following standards:

- Menus for home delivered nutrition shall be certified and documented as complying with the DGA and DRI requirements.
- All food service establishments must comply with all applicable licensing laws and ordinances relating to food service operations, including The NJ State Sanitary Code.
- All nutrition programs shall ensure compliance with the most current State of New Jersey Standards for Nutrition Programs Serving Older Adults.
- An in-home assessment is needed to determine if weekly delivery of refrigerated or frozen meals may be suitable for the participant. In order to be deemed suitable, the participant must at a minimum:
    - Prefer bulk delivery of refrigerated /frozen meals,
    - Have adequate storage to safely store the frozen meals,
    - Have the needed appliance to safely prepare the frozen meals and demonstrate their ability in using the appliance safely.
    - Have arrangements made to check on the participants' safety throughout the week.
- The participant shall be at home to accept the meal; unless authorized by the AAA nutrition program director. Meals shall not

be left with neighbors or friends; unless authorized by the AAA nutrition program director.

- The specific provision of meals for older relative caregivers and their care recipients in a home must be done in conjunction with face-to-face wellness checks.
- If a caregiver is the spouse of a care recipient or otherwise eligible to receive a meal under 436 Home Delivered Nutrition, units shall be entered under that service code. If they are not eligible to receive a meal under that service code (for example, if they are younger than 60), they can be eligible under this code.
- Individuals eligible for this service and/or their care recipient should be Homebound; Incapacitated due to accident, illness, or frailty; Unable to prepare meals because of lack of facilities, inability to shop or cook for oneself, unable to prepare meals safely, or lack knowledge and skills to prepare meals.
- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed, including the Supplemental Nutrition Assistance Program (SNAP).
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP PORTABLE NUTRITION (GRAB AND GO)**

CODE: **737**

CATEGORY: Supplemental Services

UNIT: Meal

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The provision of nutritionally adequate meals through portable meals (also known as grab-and-go or carry-out meals) that comply with the current Dietary Guidelines for Americans (DGA) and provide a minimum weekly average of 1/3 of the Dietary Reference Intakes. These meals should provide aid to a caregiver or care recipient.

COMPONENTS: Service activities shall include:

Note: Further guidance on the use of fund types for Portable Meals is forthcoming, including guidance on when to prioritize the use of this code to account for limited Title III-E funding.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP CAREGIVER COUNSELING**

CODE: **740**

CATEGORY: Counseling

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A service designed to support caregivers and assist them in their decision-making and problem solving.

COMPONENTS: Service activities should include:

- Counselors are service providers that are degreed and/or credentialed and trained to work with older adults and families and specifically to understand and address the complex physical, behavioral, and emotional problems related to their caregiver roles.
- Information about other programs and services for which the participant may be eligible, and referring the participant to theproper services as necessary.

STANDARDS: Counseling shall meet or exceed the followingstandards:

- Services must be delivered by qualified and credentialed; trained to work with older adults and families and specifically to understand and address the complex physical, behavioral, and emotional problems related to their caregiver roles.
- Providers will review and keep resumes and verification of credentials on file for all professional staff involved in the caregiver counseling.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at

  the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP PROFESSIONAL EDUCATION AND SUPPORT**

CODE: **741**

CATEGORY: Training

UNIT: Each session per participant

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Provide individual education and support to a caregiver at home to improve their ability and effectiveness as a caregiver and prolong their ability to provide care for their care recipient.

COMPONENTS: Service activities shall include:

- This service shall be provided in the home of the caregiver or care recipient whenever possible.
- The caregiver and a registered nurse work together to assessneeds and identify a written education/support plan.
- After this initial assessment, based upon the written education/support plan, the caregiver may receive up to 5 in- home visits from professionals, including physical therapists, occupational therapists, speech therapists, registered dieticians,registered nurses, and licensed or certified social workers.
- Education provided to the caregiver, such as special diets, speech rehabilitation for stroke patients, safe transfer of persons from bed to toilet, information about support groups and other services,stress management and hygiene practices for those with lowered immune systems.

STANDARDS: Professional In-Home Education and Support shall meet or exceed thefollowing standards:

- The developer of the written education/support plan shall be a registered nurse.
- Professionals, including registered nurses, physical therapists, occupational therapists, speech therapists, registered dieticians, and licensed or certified social workers shall be knowledgeable in the skill or topic to be presented through education, experience, training and/or licensure, as required.

- All professionals involved with the education/support plan shall have a minimum of one year's experience working with the geriatric or chronically disabled population, whichever experiencearea is relevant to the assigned case.
- Professionals shall be appropriately credentialed as required bythe State of New Jersey.
- Providers shall review and keep resumes and verification of credentials on file for all professional staff involved in the education/support plan.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the natureof such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP TRAINED VOLUNTEER ASSISTANCE (RESPITE)**

CODE: **742**

CATEGORY: Respite

UNIT: Each Visit

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Provide well-trained, reliable volunteers affiliated with communityand faith-based organizations that can respond quickly and courteously to caregivers' or care recipients' requests for help.

COMPONENTS: Services should include activities such as:

- Transportation (especially across county lines)
- Shopping
- Telephone reassurance
- Help with paperwork
- Bill paying and checkbook balancing
- Friendly visiting
- Flexible respite care, e.g., a "buddy respite service" provides avolunteer to stay with the elder or disabled individual, while another volunteer accompanies the caregiver.

STANDARDS: Trained Volunteer Assistance shall meet or exceed the followingstandards:

- The program shall emphasize services to caregivers of Alzheimer's Disease victims.
- Volunteers shall receive **(a)** Alzheimer's Disease/dementia training from a professional with expertise in this topic, e.g., the Alzheimer's Association or Geriatric Assessment Center, and **(b)** training regarding organization policies and procedures, especiallyactions to be taken in crises or emergencies.
- The program shall have a staff person designated to supervisethese trained volunteers and to be available to contact in emergencies or problem situations.
- Each trained volunteer shall agree not to solicit contributions of any

kind (other than the suggested standard OAA service contributions), attempt the sale of any merchandise or service, or seek to encourage the acceptance of any particular belief or philosophy while making a visit.

- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP WANDER SAFETY SYSTEM**

CODE: **743**

CATEGORY: Supplemental Services

UNIT: Each contact

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A tracking system to assist a caregiver caring for an individual who is at risk for harm due to wandering. This service is designed to protect an at-risk individual by giving them a tracking device so they may be located promptly in the event that they wander out of the home or away from the caregiver.

COMPONENTS: Service activities shall include:

- Partnership and training with local law enforcement departments.
- An intake process to determine the nature of the consumer's disease and what assistance is needed, and whether the program is able toassist the consumer and the caregiver. An appropriate referral shall bemade if the program cannot help the consumer.
- Purchase of system components such as base units, bracelets, batteries, transmitters, clips, and wristbands.
- Method of routine monthly monitoring to assure that the batteries are functional and replaced on a regular schedule and that the unit is tested and operational.
- Providing information to caregivers about other programs and services for which consumers may be eligible, and referring consumers toproper services as necessary.

STANDARDS: Wander safety system services shall meet or exceed the followingstandards:

- Wander safety system is targeted to caregivers in the planning and service area in order to concentrate the use of funds provided under Title IIIE on those with the greatest such need.
- Caregiver shall live with or near the care recipient and understand that the device does not substitute for in-person supervision.
- Wander safety system funded by the AAA through the Area Plan Contract is available to caregivers of any age caring for individuals who are at risk for wandering due to Alzheimer's or similar types of dementia or cognitive decline that falls within the priorities established for the Title III E program.

- All efforts of the wander safety provider shall be designed to achieve and/or maintain the consumer's dignity and maximum level offunctioning.
- The wander safety service provider shall have the capacity to deliver safety services to homebound individuals and caregivers;and have local partner sites with teams of public safety officials that are fully trained, professionally qualified, convenient and accessible to older persons in the community. (Example: The service provider has certification for instructors and airborne units.)
- The system can be radio wave, global positioning or a similar type of remote system.
- A mechanism should be in place to enable wander safety providers to work cooperatively with other involved agencies as to consumer status and problems.
- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM

2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP RESPITE (OTHER)**

CODE: **750**

CATEGORY: Respite

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A respite service that offers temporary substitute supports or living arrangements for a care recipient in order to provide a brief period of relief or rest for their caregiver that does not fall under the additional respite service categories.

COMPONENTS: Service activities shall include:

- Determining the physical and emotional status of the client and the type of supervision needed for respite care.
- Developing and maintaining individualized plans of respite care.
- Providers shall employ a trained paid or volunteer staff who shall be competent, qualified, and sufficient in number to implement the service.
- Workers providing this service shall receive training that includes: instruction on providing appropriate care; communication and interpersonal skills; emergency procedures.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).

- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.

- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP RESPITE (IN-HOME)**

CODE: **751**

CATEGORY: Respite

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A respite service provided in the home of a caregiver or care recipient that allows the caregiver time away to do other activities. During such respite, other activities can occur which may offer additional support to either the caregiver or care recipient, including homemaker, chore, or personal care services.

COMPONENTS: Service activities shall include:

- Temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers.
- Determining the physical and emotional status of the client and the type of supervision needed for respite care.
- Developing and maintaining individualized plans of respite care.
- Providers shall employ a trained paid or volunteer staff who shall be competent, qualified, and sufficient in number to implement the service.
- Workers providing this service shall receive training that includes: instruction on providing appropriate care; communication and interpersonal skills; emergency procedures.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.

- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP RESPITE (OUT-OF-HOME – DAY)**

CODE: **752**

CATEGORY: Respite

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A respite service provided in settings other than the home of a caregiver or care recipient, including adult day care or another non-residential setting where an overnight stay does not occur, that allows the caregiver time away to do other activities.

COMPONENTS: Service activities shall include:

- Temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers.
- Determining the physical and emotional status of the client and the type of supervision needed for respite care.
- Developing and maintaining individualized plans of respite care.
- Providers shall employ a trained paid or volunteer staff who shall be competent, qualified, and sufficient in number to implement the service.
- Workers providing this service shall receive training that includes: instruction on providing appropriate care; communication and interpersonal skills; emergency procedures.
- Transportation to and from the respite site may be included in this service.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.

- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP RESPITE (OUT-OF-HOME – OVERNIGHT)**

CODE: **753**

CATEGORY: Respite

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A respite service provided in a residential setting, such as a nursing home, assisted living facility, or adult foster home, in which a care recipient resides in the facility (on a temporary basis) for a full 24-hour period of time. The service provides their caregiver with time away to do other activities.

COMPONENTS: Service activities shall include:

- Temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers.
- Determining the physical and emotional status of the client and the type of supervision needed for respite care.
- Developing and maintaining individualized plans of respite care.
- Providers shall employ a trained paid or volunteer staff who shall be competent, qualified, and sufficient in number to implement the service.
- Workers providing this service shall receive training that includes: instruction on providing appropriate care; communication and interpersonal skills; emergency procedures.
- Transportation to and from the respite site may be included in this service.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.

- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS' programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

State of New Jersey Department of Human Services
Division of Aging Services

National Family Caregiver Support Program (NFCSP)
Older Relative Caregiver (ORC) Services

SERVICE: **NFCSP ORC OTHER SUPPLEMENTAL SERVICE**

CODE: **800**

CATEGORY: Supplemental Services

UNIT: Defined by Area Agency on Aging

OAAPS CATEGORY: Registered

DATA COLLECTION: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: A service provided to an older relative caregiver that does not fall into the previously defined service categories definitions.

COMPONENTS: Area Agencies on Aging must submit a proposed service definition through a completed Other Service Request Form which shall include:

- Service Name: title of the service
- Service Unit: a discrete measurement used for billing or tracking purposes in provision of a service.
- Service Definition: description of the activity
- Components: required part or element of the service
- Standards: elements outlining the required level of quality and completeness for the service
- Evaluation of proposals will be based on appropriateness of service provision per Older Americans Act guidelines and regulations.
- Services shall be approved prior to contracting.
- Services must fall within one of the following categories: assistive technology, durable equipment, emergency response, consumable supplies, home modifications, repairs, elder abuse prevention, elder rights, health, outreach, public education, socialization, access not reported elsewhere.

STANDARDS: Service activities shall meet or exceed the following standards:

- Participants shall be referred to the AAA for any other servicesthat may be needed.
- The provider agency shall maintain records, prepare reports, andperform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service

in anaccessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spokenby those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services'policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall befollowed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Noticeof Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ
  Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or itsreplacement).

SERVICE: **NFCSP ORC INFORMATION & ASSISTANCE**

CODE: **801**

CATEGORY: Assistance

UNIT: Each contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, caregiver relationship

DEFINITION: The provision of specific information or assistance to an older relative caregiver or their care recipient, and the establishment of adequate follow-up procedures to this assistance to the maximum extent practicable.

COMPONENTS: Service activities should include:

- Develop a rapport utilizing appropriate listening and communication skills.
- Conduct a brief intake to help identify specific needs.
- Ensure you understand the stated needs by paraphrasing what was said.
- Provide information that responds to the individual's identified need.
- Provide appropriate referrals based on the individual's identified needs.
- Advocate on behalf of those who need special support; assisting them to connect to required resource.
- Summarize your communication to ensure that all concerns have been addressed.

STANDARDS: Services shall meet or exceed the following:

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak

English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC OPTIONS COUNSELING**

CODE: **802**

CATEGORY: Assistance

UNIT: Each ½ hour

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, caregiver relationship

DEFINITION: A service that provides an interactive decision-support process to an older relative caregiver to help them identify appropriate programs and services to meet the identified care needs of the caregiver and care recipient. Individuals' needs, preferences, values, culture and circumstances are all considered in providing this service.

STANDARDS: Services shall meet or exceed the following:

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC I&A IN THE FIELD (OUTREACH)**

CODE: **804**

CATEGORY: Assistance

UNIT: Each initial or follow-up contact

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, caregiver relationship

DEFINITION: An activity conducted to encourage and raise awareness in older relative caregivers regarding benefits and/or programs that may be available to them or their care recipients. Initiated by the service provider, this service also entails locating and identifying individuals who may be in need of service.

COMPONENTS: Service activities include:

- Identify and initiate contact with the identified individual to inform the individual of programs that may be available to meet needs, encouraging the individual to utilize the service(s).
- Initiate a follow-up contact in case the individual requires additional information and/or encouragement.
- Provide information that responds to the individual's identified need.
- Provide appropriate referrals based on the individual's identified needs.
- When contact is made at an individual's home or any location, staff shall display an appropriate form of agency identification.
- Identifying areas where older persons may reside who may be inneed of specific services.
- Examples of this service include the use of Info-Vans, going door-to-door in targeted areas or contacting older persons whose names have been solicited from community resources, to inform them of a particular program thatis available to meet their need.

STANDARDS: Services shall meet or exceed the following:

- Appropriate agency identification shall be used while providing this service.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC CARE MANAGEMENT**

CODE: **805**

CATEGORY: Access

UNIT: Each 1/2 hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The development of a coherent care plan for arranging and coordinating the delivery of multiple services to an older relative caregiver and their care recipient.

COMPONENTS: Service activities should include:

- Based upon the Comprehensive Assessment, determine the extent of the level of care as minimal, moderate or extensive.
- **Care Plan Development:** To develop an individualized plan of care and services under a care management system based on a comprehensive assessment of the consumer's needs and eligibility forservices.
- **Care Plan Implementation:** To obtain formal and informal services according to an individualized care plan by coordinating existing services, authorization for payment of service, or purchase of services.
- **Care Plan Monitoring:** To determine quality and effectiveness of services provided to a consumer according to an individualized care plan and through periodic consumer contact.
- **Reassessment:** To ensure periodic review of consumer's needs and the care plan to determine whether there have been changes in theconsumer's situation which warrant revisions to the plan, to determineif the consumer's situation has stabilized, and to determine if termination of Care Management services should be initiated.

STANDARDS: Care Management services must meet or exceed the followingstandards:

- All efforts of the Care Management should be designed to provide high-quality, cost-effective services in the least restrictive environment.

- Each program must employ staff who have the ability, by training or experience, to effectively determine an older person's needs and match those needs with appropriate services.

- Consistent intake procedures and records shall be utilized for Care Management programs within each planning and service area.

- A care plan must be developed for each consumer determined in need.The plan should be developed in cooperation with the consumer and/or the consumer's guardian or designated representative and be approved via a signed service agreement.

- Each care plan must be monitored and reassessed in accordancewith the level of need designation.

- All case files must be kept confidential in controlled access files and must utilize a standard release of information form.

- When appropriate, each provider should be informed of the entire package of services being planned for the older adult in order to encourage coordination and cooperation.

- Each care plan on file must be assigned to a specific care manager and must be assigned in one of the following categories: Open or Closed.

- Each Care Management program will encourage informal caregiving by family, friends, neighbors, responsible individuals, and community organizations.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, andperform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in anaccessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information

pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APCService Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC TRANSPORTATION**

CODE: **806**

CATEGORY: Supplemental Services

UNIT: Each one-way trip (location to location)

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: Conveyance of an older relative caregiver, their care recipient, or both to or from community facilities and resources for the purpose of receiving available services, benefits, or entitlements.

COMPONENTS: Service activities shall entail one of the following:

- Demand/Response transportation characterized by flexible routing and/or scheduling of vehicles to provide door-to-doorservice on demand.
- Fixed Route transportation designed to provide a destination oriented service along a predefined route.
- Emergency Response transportation characterized by an unscheduled response to an individual's immediate and unforeseen need for transportation-generally of a medical nature.

STANDARDS: Transportation services shall meet or exceed the following standards:

- The program shall ensure that all vehicles and associated equipment are maintained in proper working condition, and that appropriate maintenance and safety procedures are in place.
- The program shall ensure that all vehicles have appropriate liability insurance coverage.
- The program shall ensure that all drivers are appropriately licensed and physically able to safely drive the program vehicles.
- The program shall ensure that all drivers receive appropriate training in the operation of their vehicles, in the use of any associated equipment, in defensive driving techniques, and techniques for coping with medical emergencies. Drivers shall be

evaluated on a periodic basis.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, andperform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in anaccessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or

application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC ASSISTIVE TECHNOLOGY**

CODE: **808**

CATEGORY: **Supplemental Services**

UNIT: **Each item of assistance**

OAAPS CATEGORY: **Registered**

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The provision of assistive technology to the older relative caregiver or care recipient to help maintain independence, reduce social isolation, enable socialization, and help perform activities that might otherwise be difficult or impossible for the purpose of aiding the caregiver. Assistive technology includes devices or services that range from very high technology to very low or no technology.

COMPONENTS: Service activities shall include:

Identification of potential consumers:

- Participants shall be identified through caseworkers, or referrals from other agencies, family or self-identification, and seeking information on acquiring assistive device or service to maintain the consumer's independence, reduce social isolation, enable socialization or the performance of activities that might otherwise be challenging or impossible.

Assessment of consumer's needs:

- Conduct a general inquiry of the grandparent caregiver's need for assistance with maintaining independence, reducing social isolation, socialization or performing activities that might otherwise be challenging or impossible.
- Determine the category of appropriate item for the consumer,which can include a technological device to:
    - Enable/enhance communication opportunities (tablet, smart phone, for example); or,
    - Provide in-home or off-site health and safety monitoring (wearables, sensors remote video monitoring, door sensors, telemedicine, sensor mats, fall detectors, for example); or,
    - Provide reminders and assistance (voice activated speaker,virtual assistant, reminder system, for example);

or,
    - Help the consumer to maintain independence (automatic jar opener or robotic vacuum, for example).
- Assess (preferably in-person) the most appropriate level of technology (which can be as low tech as an automatic jar opener or as high tech as a tablet) and the type of item required to satisfythe need identified in the screening.

Plan Development:
In collaboration with the consumer:

- Utilizing the assessment that was completed, develop a plan that identifies whether the grandparent caregiver requires assistance, how that assistance might be provided through assistive technology and a plan to provide or encourage the use of that assistive technology.
- Identify specific assistive technology item (such as a product system acquired commercially or an existing item that is modified or customized). Please note, the decision as to which item of assistance is appropriate for the consumer shall be in conjunction with the grandparent caregiver in line with person centered planning.
- Provide brief overview of terms and conditions for use of the device mentioned below under Plan Implementation.
- Address the provision of instructional materials, hands-on demonstration of any device, explanation of length of period for device use, and responsibilities of parties involved.

- Address whether the purchase of a device, internet/Wi-Fi, or broadband access is necessary if not otherwise available to the consumer.
- Address the installation or set-up of a device.

NOTE: If eligible, a consumer's phone or internet access plans shall be coordinated with existing programs such as FCC's Lifeline programs before the use of APC funds for such services: https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications prior to the use of OAA funds for the purchase of cellular or internet access.

Plan Implementation:

- Prior to the consumer taking possession of an assistive device or service , the consumer shall agree to the terms and conditions for use of the item (by signing an electronic or hard copy), which shall include but not be limited to:
    - Information regarding any requirement for consumer toattend device training, information on assistance and troubleshooting;
    - Information regarding maintenance of the item;
    - Information regarding responsibility for any

costs,procedures for damages, theft or loss;
    - Terms of lending, if applicable, and length of loanperiod;
    - Information regarding the requirement for reassessment of plan and monitoring of the device;
    - Information on the frequency of reassessment;
    - Information on whether the device may be used by individuals in the home who are younger than age 60; and
    - Information on how upgrades to software will be provided.
- The plan implementation shall include the provision of hands-on device training, which shall require the consumer to demonstrateproficiency with item to ensure appropriate use. If a demonstration is conducted without the consumer's hands-on access to the device, the provider shall make every effort to demonstrate the device in other ways.

NOTE: Items loaned to consumers shall not be single-use items, but shall be loaned to consumers on a short-term basis and returnable to the program.

Monitoring of services:

- Monitoring of the use of the technology on a regular basis isrequired.

- The device shall be repaired and maintained and security and system updates shall be installed throughout the agreement with the consumer.

Reassessment of plan:

- A reassessment to determine consumer's use and continued need for the device(s) shall be required on a regular basis.
- The reassessment plan shall include a review of the agreement required as part of Plan Implementation.

STANDARDS: Assistive Technology shall meet or exceed the following standards:

- Services shall be aimed at enhancing the consumer's dignity and maximum level of functioning.

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.

- Consumers shall be referred to the AAA for any other services that may be needed.

- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).

- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information s be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.

- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the

  service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of

Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC HOME MODIFICATION**

CODE: **809**

CATEGORY: Supplemental Services

UNIT: Hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The provision of minor home adaptations or structural modifications, such as adding ramps and grab bars or widening doorways, to facilitate a care recipient's ability to live at home or in a community setting.

COMPONENTS: Service activities shall include:

- Tasks, such as replacing door locks, caulking windows, changing screens and storm windows, minor repairs to appliances; and other minor home repairs which are necessary.
- The provision of weatherization improvements, housing improvements which may deter crime, installation of handrails or ramps to meet the special needs of individual elderly people due to physical disabilities; improvements and repairs to roofs, siding, doors and windows, foundation, floors, interior plumbing, electrical, and painting done to prevent deterioration and in conjunction with repairs.
- This service is intended to maintain the person's health and safety in the home, not for purely aesthetic improvements to the home
- The service does not include repairs that are the responsibility of a landlord.
- A work order shall be signed by the client confirming the work to be done and the approximate date and time of day the service worker will arrive at the client's residence. Each service shall include a job completion procedure, which includes verification that work is complete and accurate; and acknowledgment by the consumer that work is acceptable.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use

available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.

- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.
- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All service providers are required to comply with the Division's policies as part of service provision and service administration.

- The Division's current targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, consumers of this service shall be informed that donations are accepted, are anonymous and voluntary and serve to expand services to others in need (PM 2017-13, I-13 Contribution Policy for Services under the APC or its replacement).
- Consumers of this service shall be informed of the grievance policy available to them if they are denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Consumers or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All service providers shall ensure the New Jersey Department of Human Services (DHS) Notice of Privacy Practices and Notice of Nondiscrimination are distributed to consumers at the time of the consumer's initial contact or application for any of the DHS'

programs, services and or supports. The DHS Notice of Nondiscrimination also shall be posted in a conspicuous location (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC PUBLIC INFORMATION SERVICES**

CODE: **810**

CATEGORY: Information Services

UNIT: Activity

OAAPS CATEGORY: Non-registered

DATA COLLECTION: Best efforts shall be made to ensure that consumers receiving this service are registered in the State Care/Case Management Database, a complete record includes: Name, birthdate, gender, zip code, household status, ethnicity, race, poverty status, caregiver relationship

**NOTE:* Service units should be entered as a consumer group

DEFINITION: A public and media activity that conveys information to older relative caregivers about available services, including in-person interactive presentations, booth/exhibits, or radio, TV, or online events. This service promotes awareness of programs, services and information relevant to caregivers and their care recipients. This service is not tailored to the needs of an individual.

COMPONENTS: Service activities shall include:

- Dissemination of information through mass media, such as newsletters, brochures, Internet, media spots, as well as group presentations or public events, e.g., health fairs or other public venues.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should

they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC RESIDENTIAL MAINTENANCE**

CODE: **811**

CATEGORY: Supplemental Services

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: A service provided by a volunteer or paid staff person for intermittent household and/or yard care to an eligible care recipient and their older relative caregiver whosehealth and safety are threatened because they cannot perform these services by themselves and/or are at risk of institutional placement.

COMPONENTS: Service activities shall include:

- Determining that services are needed due to the fact that there is no family member or other responsible informal caregiver available or capable of providing such services.
- Labor-intensive unskilled tasks, such as moving furniture; yard and walk care; removing snow and raking leaves; seasonal upkeepactivities, such as cleaning attics, basements, and garages which can be provided by non-professional staff.
- Tasks, such as replacing door locks, caulking windows, changing screens and storm windows, minor repairs to appliances, and other minor home repairs which are necessary.
- The provision of weatherization improvements, housing improvements which may deter crime, installation of handrails or ramps to meet the special needs of individual elderly people due to physical disabilities; improvements and repairs to roofs, siding, doors and windows, foundation, floors, interior plumbing, electrical, and painting done to prevent deterioration and in conjunction with repairs.

STANDARDS: Residential Maintenance services shall meet or exceed the followingstandards:

- Residential Maintenance is provided to maintain the person's health and safety in the home, not for purely aesthetic improvements to the home or yard, unless the activities are necessary to keep the consumer in his/her place of residence.

- Residential Maintenance shall be provided in a manner to ensure that primary supervision and responsibility for the activities remain with the individual being served.

- Residential Maintenance services shall be provided only to a home or apartment occupied by an elderly person. The project will make repairs to tenant's personal property, but will not make repairs that are the responsibility of the landlord.

- Residential Maintenance providers shall be trained and sensitized to the situations and needs of the older population they will be serving.

- A mechanism shall be in place to enable providers to work cooperatively with other involved agencies as to consumer status andproblems.

- Appropriate supervision shall be available to Residential Maintenance providers to help resolve problems or conflicts that may result from their contact with the older person, and to provide additional technical assistance, as needed.

- Each program shall establish and utilize criteria for prioritizing requests for residential maintenance based on consumer need and appropriateness of services requested.

- Each program shall develop procedures for screening potential providers to ensure that they are capable of providing adequate services, and to protect the safety of the older person.

- Participants shall be provided with information on how other housing-related services which may be necessary can be obtained.

- A work order shall be signed by the consumer confirming the work to be done and the approximate time of day the service worker will arrive at the consumer's residence.

- Each program shall maintain a record of repairs performed including dates, tasks performed, materials used, and cost.

- Each program shall utilize a job completion procedure which

includes verification that work is complete and accurate; and acknowledgment by elderly resident that work is acceptable.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, andperform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in anaccessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation,etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the

Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC CAREGIVER SUPPLIES**

CODE: **816**

CATEGORY: Supplemental Services

UNIT: Each unit of assistance

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: name, birthdate/age, gender, household status, ethnicity, race, poverty status, zip code, frail/disabled, vulnerable, caregiver relationship

DEFINITION: The provision of goods to an older relative caregiver that directly supports the caregiving process through the health and independence of the care recipient, including, but not limited to, adaptive clothing, personal care items, incontinence supplies, and first aid supplies.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).
- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).
- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.
- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC EMERGENCY SERVICES**

CODE: **817**

CATEGORY: Supplemental Services

UNIT: Each contact

OAAPS CATEGORY: Registered

DATA COLLECTION: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: Services designed to provide assistance to an older relative caregiver insituations when an emergency occurs and it is not possible for their care recipient to obtain immediate aid through existing social service agencies.

COMPONENTS: Service activities shall include:

- Brief intake to determine the nature of the emergency, what assistance is needed, and whether it is possible to assist the consumerwith the action that he/she wishes to take.
- Activities include the provision of emergency fuel, food, clothing, home repair and shelter services.
- Providing information about other programs and services for which the consumer may be eligible, providing assistance to the consumerin gaining services, and referring the consumer to proper services as necessary.
- Linkage with other agency providers and family members to coordinate services.
- Provision for a 24-hour hotline for Emergency service.

STANDARDS: Emergency service activities shall meet or exceed the following standards:

- Emergency services shall be used for older persons who have a life or shelter-threatening situation which requires urgent and immediate action.

- In the case where the emergency is for home repair or fuel, thehomeowner shall be 55 years of age or older.

- Emergency services shall be provided when the situation cannot be alleviated through any other means or when no other funding isavailable.

- Emergency services shall be aimed at providing a consumer in a crisissituation with a safe environment.

- Emergency services shall only be provided once in a contract period for each consumer. Exceptions can be made for extenuatingcircumstances only.

- The consumer's situation shall be reviewed within 24 hours to determine if assistance should continue and what other actionmay be appropriate.

- Once the emergency is over, all consumers requesting emergency assistance shall be referred for financial counseling and other such assistance as deemed appropriate. These referrals will be made within 24 hours of the original request for assistance.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC SUPPORT GROUP**

CODE: **820**

CATEGORY: Support Groups

UNIT: One (1) session per participant

OAAPS CATEGORY: Registered

DATA COLLECTION: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: A group that meets on a regular basis, formed to help relieve caregiver stress and to provide peer support, education, and information to an older relative caregivers.

COMPONENTS: Service activities shall include:

- Recruiting by program staff of caregivers to participate in the support group. Recruitment could be done selectively if the group is focused on a subset of caregivers, such as those caring for victims of Alzheimer's disease or strokes.

- Arranging meeting times, conducting support group meetings, and determining what topics to discuss based on the input, interest, and needs of caregivers.

- Providing information about programs and services that the caregiver and/or older relative may be eligible and providingreferral to proper services as necessary.

- Ongoing monitoring by the group facilitator of the caregiver's stress level and providing intervention or referral if appropriate.

- Methods such as a sign-in sheet should be developed to obtain the name of the caregiver and the relationship of the caregiver to the care recipient to enable the AAA to meet OAAPS reporting requirements.

STANDARDS: Caregiver Support Group services shall meet or exceed the following standards:

- Staff facilitating the support group shall be knowledgeable in the care and needs of older persons either through education, training, or experience.

- A mechanism or policy shall be established for the caregiver support group in order to ensure the confidentiality of information shared within the group.

- Caregivers shall be provided information on the system of services available to older adults in the community and how to access these services if necessary.

- Caregiver support groups shall be limited in size to enable the discussion and support to be of maximum benefit to the participants.

- The support group may be focused by a specific disease (*e.g.,* Alzheimer's disease, stroke victims) or by a general function (*e.g*., stress management, peer support).

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC LEGAL ASSISTANCE**

CODE: **825**

CATEGORY: Supplemental Services

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: Legal advice, assistance, and/or representation provided by or under the supervision of a lawyer, in order to protect and secure the rights of a care recipient and their older relative caregiver.

COMPONENTS: Service activities shall include:

- Legal Assistance provided by an attorney (or personnel supervised by an attorney) in areas, such as public entitlements, planning/protecting autonomy, health care/long-term care, family/domestic, housing/utilities, individual rights, and consumer issues.

- An intake process to determine the nature of the consumer's legal difficulties and questions, what assistance is needed, and whether the program is able to assist the consumer with the course of action that he/she wishes to take. An appropriate referral shall be madeif the program cannot help the consumer.

- Assistance to resolve the consumer's problem that includes legal counsel and information, legal research, preparation of legal documents and correspondence, negotiations involving public benefits, and representing consumers in administrative hearings andin court.

- Providing Community Legal Education that benefits a large number of consumers cost effectively. Individuals may learn about their legal rights and responsibilities in order to avoid legal problems. Individuals may be taught to represent themselves before appropriate administrative agencies and courts. Community legal education may be used to increase consumer's abilityto take a more active independent role in decision-making processes that affect them. In addition, it can increase general awareness of problems facing older people.

- Providing information about other programs and services forwhich consumers may be eligible and referring consumers to proper services as necessary.

STANDARDS: Legal Assistance services shall or exceed the following standards:

- Legal Assistance funded by the AAA is available to residents 55 years of age and older who have a legal problem that falls within the priorities established for the program.

- All efforts of the legal assistance provider shall be designed to achieve and/or maintain the consumer's dignity and maximum level offunctioning.

- The Legal Assistance provider shall have the capacity to deliver legal services to institutionalized, isolated, and homebound individuals; and have offices and/or outreach sites which are convenient and accessible to older persons in the community.

- In areas where a significant number of consumers do not speak Englishas their principal language, legal assistance shall be provided in the language spoken by those consumers.

- All staff providing the assistance shall be fully trained and professionally qualified. Staff who are not attorneys qualified to practice before the bar shall be supervised by such an attorney.

- The Legal Assistance provider shall have staff with expertise in specific areas of law affecting older persons in economic or social need, such as public benefits, tenant issues, abuse/neglect and Medicaid/Medicare.

- It is not necessary that the supervising attorney always be present in the office, but he/she shall be accessible for telephone consultation as necessary and should have regularly scheduled meetings with those non-lawyers providing the legal assistance. The attorney shall also be available to represent consumers in court orfurther proceedings if and when necessary.

- A mechanism shall be in place to enable legal assistance providers to work cooperatively with other involved agencies as to consumer status and problems.

- Each Legal Assistance provider shall make efforts to involve the private bar in legal services, including groups within the private

bar that furnish legal services to older persons on a pro bono and reduced fee basis.

- Each Legal Assistance provider shall have a copy of Policy Memorandum 91-11, III-6, dated August 30, 1991, "Standards for the Provision of Legal Assistance to Older People in New Jersey."

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality

and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC PHYSICAL HEALTH**

CODE: **826**

CATEGORY: Supplemental Services

UNIT: Each contact

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: Screening, assessment, and treatment activities that assists a care recipient and their older relative caregiver to improve or maintain physical health by helping them to identify and understand their health needs and secure necessary medical, disease prevention or health maintenance services.

COMPONENTS: Service activities should include:

- A complete health assessment to determine overall health, or a partial assessment/screening for individual health problems, such as hypertension, diabetes, or vision and hearing deficits.
- Offering basic health advice and information in response to screening/assessment results and making referrals for medical intervention as indicated.
- Providing treatment or therapy as indicated by health assessment or from referral by appropriate professionals. This may include vaccinations.
- Durable medical equipment and medical supplies as ordered by aphysician that are not reimbursable under other insurance, Medicare or Medicaid. This may include Emergency Response Systems (ERS).
- Supplemental services provided on a limited basis (no more than 20% of the total funds allocated for Physical Health unless a waiver is submitted to the State with justification) that may include, but are not limited to, home modifications, assistive technologies, emergency response systems and incontinence supplies.

Note: Paraprofessionals are defined as “A trained worker who is not a

member of a given profession but who assists a professional or one with assured competencies in a field."

- Maintaining accurate consumer records describing the assessment,screening, or services provided, and the results or outcome of health services.

STANDARDS: Physical Health services shall meet or exceed the following standards:

- Physical Health services shall be conducted by a registered nurse or physician, or by paraprofessionals and/or volunteers under thesupervision of a professional.

- Providers of Physical Health services shall have adequate knowledge of or be provided with training in basic gerontology, aging and health, and common health problems of the elderly.

- A follow-up contact shall be made within a reasonable time period if an individual has been encouraged to seek additional medical intervention. The consumer's choice on whether or not to seek medical intervention should be recorded on his/her records.

- If the results of tests conducted by the health professional are not readily available to the consumer, then the health provider shall contact the consumer when the results are known. The contact may beby phone or mail if all test results are normal, but should be by phone or in person if one or more test results are abnormal. The purpose of this contact is either to assure the consumer that the test did not indicate a health problem or to describe problem(s) that were detected, and provide reassurance and education about how to deal with these problems.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken

by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC TRAINING**

CODE: **827**

CATEGORY: Training

UNIT: Session

OAAPS CATEGORY: Registered Services

DATA COLLECTION REQUIREMENTS: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship.

DEFINITION: A service that provides an older relative caregiver with instruction to improve knowledge and performance of specific skills relating to their caregiving role and responsibility.

COMPONENTS: Service activities may entail the following:

- Skills may include activities related to health, nutrition, and financial management; providing personal care; and communicating with health care providers and other family members.
- Training may include use of evidence-based programs; be conducted in-person or online; and be provided in individual or group settings.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.

- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC EDUCATION**

CODE: **831**

CATEGORY: Training

UNIT: Each session per participant

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: Formally structured classes, lectures, or seminars that provide older relative caregivers with opportunities to acquire knowledge and skills thatwill aid them to continue in the role of caregiving.

COMPONENTS: Service activities shall include:

- Determining, preferably with the involvement of caregivers, the content area to be involved in the class or lecture or seminar.
- Providing group instruction in content areas that may include lectures on caregiving strategies, accessing available resources, preserving the health of the caregiver, legal related sessions focusing on POA, guardianship and other decision making.
- Methods, such as a sign-in sheet, should be developed to obtain thename of the caregiver and the relationship of the caregiver to the care recipient to enable the AAA to meet OAAPS reporting requirements.

NOTE: Education services do not include classes, training, or lectures for AAA or service provider staff.

STANDARDS: Education services shall meet or exceed the following standards:

- Each education program shall establish linkages with local education programs in order to maximize coordination and minimize duplication.
- The provider of education services shall be knowledgeable in the skill or topic to be presented through either education, experience, or training.

- Education programs shall attempt to balance the content of educational sessions with the interests, skills, and abilities ofprospective participants.

- Participants shall be referred to the AAA for any other services that may be needed.

- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.

- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established, as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC SOCIALIZATION/RECREATION**

CODE: **833**

CATEGORY: Supplemental Services

UNIT: Each session Per Participant

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: Planned and structured activities and programs provided to care recipients and their older relative caregivers in order to facilitate social contact, reduce isolation, andimprove personal life satisfaction.

COMPONENTS: Service activities should include:

- Determining, preferably with the involvement of older persons, the types of activities and programs that will be offered, including those allowing for intergenerational interaction if desired.
- Program planning, development, scheduling, and implementation of socialization and recreation activities suitable for elderly participants.
- Instructions, discussion groups, reminiscence programs including spelling bees, karaoke and recall of old songs, etc., and participation in arts and crafts, hobbies, travel, games, group tours, outings, and other activities of a similar nature.
- Developing and distributing calendars of scheduled socialization and recreation activities and events.
- When necessary and appropriate, transportation and supervision should be provided for recreation and socialization activities.

NOTE: Socialization/Recreation does not include: informal activities and spur of the moment get-togethers which are incidental to the primary service being provided; or work with senior citizen groups or their organization about social/recreation services for the elderly.

STANDARDS: Socialization/Recreation services shall meet or exceed the following

standards:

- The provider of Socialization/Recreation services shall beknowledgeable in the activity or program through either education, experience, or training.
- Socialization/Recreation programs shall design activity sessions for the interests, skills, and abilities of prospective elderly participants.
- Services shall be provided to expand the opportunities for satisfying leisure time and social activities for individuals so as to foster their health and social well-being.
- Participants, family members, and/or caregivers shall be provided with information on how to get needed services, such as Medicare, Medicaid, legal assistance, energy assistance, etc., if requested.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.
- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).
- As appropriate, participants of this service shall be informed that donations

are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC COUNSELING**

CODE: **840**

CATEGORY: Counseling

UNIT: Each hour

OAAPS CATEGORY: Registered

DATA COLLECTION REQUIREMENTS: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: A service designed to support caregivers and assist them in their decision-making and problem solving.

COMPONENTS: Service activities should include:

- Counselors are service providers that are degreed and/or credentialed and trained to work with older adults and families and specifically to understand and address the complex physical, behavioral, and emotional problems related to their caregiver roles.
- Information about other programs and services for which the participant may be eligible, and referring the participant to theproper services as necessary.

STANDARDS: Counseling shall meet or exceed the followingstandards:

- Services must be delivered by qualified and credentialed; trained to work with older adults and families and specifically to understand and address the complex physical, behavioral, and emotional problems related to their caregiver roles.
- Providers will review and keep resumes and verification of credentials on file for all professional staff involved in the caregiver counseling.
- Participants shall be referred to the AAA for any other services that may be needed.
- The provider agency shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and NJ Division of Aging Services.
- The provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of participants do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those participants.

- Plans shall be established**,** as appropriate to the service, for emergencies and/or service cancellation. The provider shall contact the participant and/or provide the service in event of emergency or anticipated service schedule alteration/cancellation, etc.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC RESPITE (OTHER)**

CODE: **850**

CATEGORY: Respite Care

UNIT: Hour

OAAPS CATEGORY: Registered

DATA COLLECTION: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: A respite service that offers temporary substitute supports or living arrangements for a care recipient in order to provide a brief period of relief or rest for their older relative caregiver that does not fall under the additional respite service categories.

COMPONENTS: Service activities shall include:

- Determining the physical and emotional status of the client and the type of supervision needed for respite care.
- Developing and maintaining individualized plans of respite care.
- Providers shall employ a trained paid or volunteer staff who shall be competent, qualified, and sufficient in number to implement the service.
- Workers providing this service shall receive training that includes: instruction on providing appropriate care; communication and interpersonal skills; emergency procedures.
- Implementing respite care plans that may include services such aspersonal care, food preparation, helping with daily activities, companionship or supervised activities for children: tutoring, swimming lessons, sports, summer camps. The duration of respite care services may vary, either being short term, e.g. 2-3 hours or long term, e.g. a weekend.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.

- Consumers shall be referred to the AAA for any other services that may be needed.

- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging

and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).

- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.

- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC RESPITE (In-Home)**

CODE: **851**

CATEGORY: Respite Care

UNIT: Hour

OAAPS CATEGORY: Registered

DATA COLLECTION: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: A respite service provided in the home of an older relative caregiver or care recipient that allows the caregiver time away to do other activities. During such respite, other activities can occur which may offer additional support to either the caregiver or care recipient, including homemaker, chore, or personal care services.

COMPONENTS: Service activities shall include:

- Temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers.
- Determining the physical and emotional status of the client and the type of supervision needed for respite care.
- Developing and maintaining individualized plans of respite care.
- Providers shall employ a trained paid or volunteer staff who shall be competent, qualified, and sufficient in number to implement the service.
- Workers providing this service shall receive training that includes: instruction on providing appropriate care; communication and interpersonal skills; emergency procedures.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.

- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).

- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.

- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its

replacement).

SERVICE: **NFCSP ORC RESPITE (Out of Home - Day)**

CODE: **852**

CATEGORY: Respite Care

UNIT: Hour

OAAPS CATEGORY: Registered

DATA COLLECTION: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship.

DEFINITION: A respite service provided in settings other than the home of an older relative caregiver or care recipient, including adult day care or another non-residential setting where an overnight stay does not occur, that allows the caregiver time away to do other activities.

COMPONENTS: Service activities shall include:

- Temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers.
- Determining the physical and emotional status of the client and the type of supervision needed for respite care.
- Developing and maintaining individualized plans of respite care.
- Providers shall employ a trained paid or volunteer staff who shall be competent, qualified, and sufficient in number to implement the service.
- Workers providing this service shall receive training that includes: instruction on providing appropriate care; communication and interpersonal skills; emergency procedures.
- Transportation to and from the respite site may be included in this service.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.

- Consumers shall be referred to the AAA for any other services that may be needed.

- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).

- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.

- The service provider shall make every effort to provide the service in an accessible location and manner.

- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.

- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All Providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or

application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).

SERVICE: **NFCSP ORC RESPITE (Out of Home - Night)**

CODE: **853**

CATEGORY: Respite Care

UNIT: Hour

OAAPS CATEGORY: Registered

DATA COLLECTION: Name, birthdate /age, gender, lives alone, ethnicity, race, poverty status, frail/disabled, vulnerable, caregiver/care recipient relationship

DEFINITION: A respite service provided in a residential setting, such as a nursing home, assisted living facility,-or adult foster home, in which a care recipient resides in the facility (on a temporary basis) for a full 24-hour period of time. The service provides their older relative caregiver with time away to do other activities.

COMPONENTS: Service activities shall include:

- Temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers.
- Determining the physical and emotional status of the client and the type of supervision needed for respite care.
- Developing and maintaining individualized plans of respite care.
- Providers shall employ a trained paid or volunteer staff who shall be competent, qualified, and sufficient in number to implement the service.
- Workers providing this service shall receive training that includes: instruction on providing appropriate care; communication and interpersonal skills; emergency procedures.
- Transportation to and from the respite site may be included in this service.

STANDARDS: This service shall meet or exceed the following standards:

- For individuals who do not speak English as their principal language, the service provider shall make every effort to provide assistance in the consumer's language spoken by the individual. Use available staff resources, Language Link Services (see IM 2019-6; I-5) or interpreter as needed.
- Consumers shall be referred to the AAA for any other services that may be needed.
- The provider shall maintain records, prepare reports, and perform other administrative responsibilities as required by the Area Agency on Aging (AAA)/Aging and Disability Resource Connection (ADRC) and New Jersey Division of Aging Services (Division).
- The service provider shall document requests for services that are not offered and shall maintain such records to be used for future planning needs. This information will be supplied to the AAA when requested.
- The service provider shall make every effort to provide the service in an accessible location and manner.
- In areas where a significant number of consumers do not speak English as their principal language, this service or information pertaining to this service shall be provided in the language spoken by those consumers.

- As appropriate to the service, procedures shall be established for emergencies and/or service cancellation. In the event of an emergency or an anticipated service alteration or cancellation, the service provider shall contact the consumer and/or provide the service.

POLICIES: All providers shall ensure the following NJ Division of Aging Services' policies are upheld through service provision and service administration.

- The current NJ Division of Aging Services' targeting policy shall be followed (PM 90-10, III-6 Targeting Consumers and Services for Title III funded Services or its replacement).

- As appropriate, participants of this service shall be informed that donations are accepted for services provided and that the nature of such donations shall be anonymous and voluntary and shall further serve to expand services to others in need (PM 2017-13, I- 13 Contribution Policy for Services under the APC or its replacement).

- Participants of this service shall be informed of the grievance policy should they be denied service or dissatisfied with the service (PM 2017-14, I-14 Grievance Policy & Procedure for APC Service Participants or its replacement).

- All providers shall comply with NJ Division of Aging Services' Confidentiality and HIPAA Requirements.

- All providers shall ensure the NJ Division of Aging Services' Notice of Nondiscrimination is posted in a conspicuous spot and distributed with the Notice of Privacy Practices to participants at the time of initial contact or application for any of the NJ Department of Human Services' programs, services and or supports (PM 2017-5, I-5 Notice of Nondiscrimination or its replacement).