



Notice of Instruction

8929 Brittany Way
Tampa, FL 33619
(813) 740-3888

Notice of Instruction Number: #072716 2016 DOEA Program and Services Handbook Update

TO: All PSA 6 Provider Agencies

FROM: Kristina Melling, Senior Program Planner & QA Data Manager

DATE: July 27, 2016

SUBJECT: Updated 2016 DOEA Program and Services Handbook

The purpose of this Notice is to provide the updated 2016 Department of Elder Affairs *Programs and Services Handbook*. Included with this notice, as an attachment, is the summary of major changes to the *Handbook*.

The updated Handbook has been posted on the SCC website. Please click on the following link or copy and paste into your browser for access:

<http://www.agingflorida.net/resources/Program%20Documents/2016%20DOEA%20Program%20Handbook/>

Thank you for your cooperation and assistance in implementing the updated *Handbook*.

Please be sure to review the updates to the Handbook and contact your Contract Manager with any questions.

Attachment:
Summary of Major Changes

DOEA PROGRAM AND SERVICES HANDBOOK
2016 UPDATE
SUMMARY OF MAJOR CHANGES

Location	Page #	Summary of Major Changes
General		Recent notices of instruction and clarifications of policy have been incorporated. References to local area network or LAN were changed to Client Information and Registration Tracking (CIRTS) administration.
Chapter 1	Pages 14 and 30	Definitions for Access Point and Significant Change were added.
	Page 27	Older Americans Act language relating targeting was added.
	Page 35	The DOEA Mission statement was revised.
	Page 41	The Planning Process and Aging Network, Areawide Planning Responsibilities, Planning section was modified to include an analysis of the organizational, network, and PSA capacities and characteristics.
Chapter 2	Page 7	The Screening and Assessment Forms section “Note” was modified to add instructions for identifying and documenting the significant change.
	Page 8	The Screening and Assessment Summaries table was modified.
	Page 10	The Intake and Screening, Entrance to Community Care Service System section was modified to include access points.
	PSA 11	The Intake and Screening, Screening Form (701S) section was modified to include purpose and use of the form.
	Page 14	The Intake and Screening, Consumer Enrollment in DOEA-funded Programs to Receive Services section was modified. CCE clients potentially Medicaid eligible are required to be screened for Medicaid services by the ADRC.
	Page 77	The Care Plan Instructions for Completing the Care Plan Form, Care Plan Date section was updated to include instructions for updating the Care Plan annually in CIRTS.
Chapter 3	Page 5	The eligibility criteria for ACFP centers to receive meal reimbursement were added.
	Page 9	Emergency Home Energy Assistance for the Elderly Program (EHEAP) description was modified.
	Page 12	Medicaid Home and Community-Based Services Program description was modified to include the DOEA program responsibilities. DOEA is responsible for monitoring and waitlist management. Program of All Inclusive Care for the Elderly (PACE) description was modified.
	Page 17	The Statewide Public Guardianship Office name was changed; it is now the Office of Public and Professional Guardian (OPPG). The OPPG program description was modified to include the Program’s expanded duties of oversight and discipline of professional guardians.

Location	Page #	Summary of Major Changes
Chapter 4	Page 24	Service Requirements, Section 1, General Policies: <i>Coordination with Medicaid Capitated Long-Term Care Programs</i> was added.
	Page 68	The Service Requirements, Section 3, Service Providers, Service Eligibility for Older Americans Act Programs, Recipient Eligibility Criteria, section was modified; Item G related to legal service providers was deleted.
	Page 85	Service Requirements, Section 3, Service Providers: Referral For Services, Service Provider Requirement for Elder Helpline, was modified. Elder Helpline referrals shall be responded to within 14 business days or sooner as established in the service provider’s policies and procedures.
	Page 118	The Nutrition Program Policies, Contracts with Profit Making Organizations: Contract requirements were modified for meal site reviews and the requirement of the use of the Nutrition Program Compliance Review (NPCR) form. The 2016 NPCR was also added as an attachment.
	Page 125	The Nutrition Program Policies, Menu Review and Approval section for Macronutrients was modified.
	Page 164	The Nutrition Program Policies, Contributions for Nutrition Services section was modified. No eligible individual shall be denied a meal because of failure to contribute.
	In the Evidence-Based Disease Prevention & Health Program section, the following services were deleted: Diabetes Empowerment Education Program (DEEP); Eat Better Move More; Healthy Eating for Successful Living in Older Adults; and Moving for Better Balance.	
Chapter 5	Page 14	The CCE Program Requirements, Service Provision section was modified. A co-payment is assessed for all clients receiving any core services or health maintenance service.
	Page 19	The CCE Program Requirements, Responsibilities of Stakeholders Lead Agency responsibilities section was modified. Responsibility to include, assess, and collect co-payments for core services and health maintenance services provided through the CCE program was added.
Chapter 6	Page 8	<p>The ADI Services section was modified as follows:</p> <ul style="list-style-type: none"> • Co-payment shall be assessed for all services; • In accordance with NOI 053116-1-I-SWCBS, transportation service was to the ADI Program; • To be accepted into the Brain Bank Program, documentation of the diagnosis of dementia by the medical director of a state-funded MDC, or another licensed neurologist, psychiatrist, and/or geriatric internist is required; and • The Alzheimer’s & Dementia Resource Center, Orlando, has been added as a Regional Brain Bank Site.
Chapter 7	There were no major changes to Chapter 7.	

Location	Page #	Summary of Major Changes
Chapter 8	Pages 24-32	<p>The Emergency Preparedness Responsibilities and Requirements section was modified as follows:</p> <ul style="list-style-type: none"> • In the Location and Identification of Elders section, the requirement to participate in the Vulnerable Populations Subcommittee with the Department of Health was deleted; • The Daily Information section was modified to include other conference lines that may be used in addition to the AAA and DOEA conference lines; and • In the Recovery section, Essential Services Center related information was deleted.
Chapter 9	Page 6	<p>In the Program Requirements, General Eligibility Criteria section, the Target Groups section was modified, and the Client Assessment section was modified to include the requirement to complete the demographic portion of the 701A for clients prior to enrollment in the RELIEF Program.</p>
	Page 18	<p>In the Program Requirements, Responsibilities of Stakeholders section, the Provider Agency responsibilities section was modified. Providers must provide DOEA copies of subcontracts or vendor agreements for RELIEF services when applicable.</p>
Appendix A		<p>The following OAA 3D Services were removed:</p> <ul style="list-style-type: none"> • Diabetes Empowerment Education Program (DEEP); • Eat Better Move More; • Healthy Eating for Successful Living in Older Adults; and • Stress Busting Program for Family Caregivers
		<p>The Service section was modified for OAA IIID evidence based services. The services must meet ACL's definition of evidence based.</p>
		<p>Approval from the DOEA OAA contract manager is required prior to using the service description under OAA IIID for the following services: Counseling (Gerontological and Mental/Health Screening), Physical Fitness, Disease Information, Health Risk Assessment, Health Risk Screening, Home Injury Control, Health Risk Assessment, Health Promotion, Medication Management, and Nutrition Counseling.</p>
	Page 117	<p>In accordance with NOI 053116-3-I-SWCBS, Section 2, Services, the PEARLS program description was modified.</p>
	Page 182	<p>The Legal Assistance service, Record Keeping and Reporting Requirements section was modified. Legal assistance providers will use the Older Floridians Legal Assistance Program Information System (OFLAP-IS) guidelines to collect and report client and case data.</p>

Location	Page	Summary of Major Change
Appendix A Continued	Page 186	The Medication Management service, Record Keeping and Reporting Requirements for Unit of Service (Group) section was modified.
	Page 213	The Nutrition Services Congregate Meals, Record Keeping and Reporting Requirements, Documentation section was modified to include a requirement to maintain meal site review forms.
	Page 228	The Recreation service, Record Keeping and Reporting Requirements, Unit of Service section was modified. Providers need to maintain sign-in sheets for all recreation activities provided.
	Page 238	The Screening/Assessment service description was modified; follow-up may be required to ensure completion of the assessment.
Appendix B	Page 4	The Co-Pay for Service Guidelines were modified.
	Page 7	In the Overview section, Services Exempt from Co-pay Assessment was modified to include intake as an exempt service.
Appendix C	Page 8	Attachment 1, Care Plan Comparison to CIRTTS section was modified to include instructions for updating the Care Plan annually in CIRTTS.
Appendix D	There were no changes to Appendix D.	