

DOEA PROGRAM AND SERVICES HANDBOOK
2020 UPDATE
SUMMARY OF MAJOR CHANGES

Location	Page #	Summary of Major Changes
General		<p>Recent notices of instructions and clarifications of policy have been incorporated.</p> <p>Chapter 3 of the Handbook was removed. Please note Chapter numbering updated accordingly (i.e. Chapter 3, Older Americans Act, previously Chapter 4)</p> <p>For questions related to Emergency Management, contact the DOEA Emergency Operations Coordinator or contract manager.</p> <p>Where appropriate, references to Rule 3A 40.103 changed to Department of Financial Services' Reference Guide to State Expenditures. Codes for Federal Regulation (CFR) also update where applicable.</p>
Chapter 1		The general information regarding background screening exceptions and exclusions moved from Chapter 1 and added to Appendix E, the Background Screening Clearinghouse Instructions.
	13-31	Section I, General Information, Definitions were added and/or updated.
	35	The DOEA Mission statement was updated.
	43-48	Section II, Planning Process and Aging Network: 1. AAA: Item D, Advisory Council, moved to Chapter 3, Older Americans Act. 2. Area Wide Planning Responsibilities were updated. 3. Preparation of Area Plan Annual Updates of Area Plan
	51	Section III, Monitoring, Roles and Responsibilities, Item B, 5 was updated.
	62	Section III, Monitoring, DOEA AAA Monitoring, Focus Areas E, Client Data Integrity updated requiring client data be entered in CIRTIS promptly and correctly, and subrecipient monitoring and oversight for CIRTIS entry and accuracy.
Chapter 2 Intake	General	Where applicable, “semiannually review/visit” changed to “care plan review
	8-9	Section I, Screening and Assessment Forms, Summaries updated (i.e. active ADI, CCE, HCE with a 701B will only be rescreened/reassessed with a 701B, not the 701S). An annual 701S rescreening is required for APCL SMMC LTC clients.
	Page 12	Section II, Intake and Screening, Item D, APCL Maintenance and Prioritizing Enrollment of New Consumers was updated to include guidance for significant change and assignment of appropriate status codes when a consumer is no longer waiting for services.
	Page 13	Section II, Intake and Screening, Item 23, Consumer Enrollment in DOEA Funded Programs to Receive Services: Added language regarding consumers screened using 701S, released from APCL and assessed using 701B and guidance for continuation of services for CCE clients active in SMMC LTC..

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Chapter 2, Cont.	47	Section III, Case Management Requirement, Retention of Case Record, language added.
	51	Section III, Case Management Requirement: Item E, Electronic Records updated to add requirement for EVV system..
	60	Section V, Attachment 2, Care Plan (DOEA Form 203A) revised. The form was revised to complement CIRTS care plan data entry.
	62-84	Section V, Attachment V, Care Plan Instructions were updated.
	85	Section VI, Incident Reporting Requirements were added.
Chapter 3 OAA	19	Section III, Service Requirements, General Policies, Coordination with Medicaid Capitated Long-Term Care Programs, Item A amended to add guidance regarding MLTC client participation in OAA recreational activities.
	23	Section III, Service Requirements, Information and Assistance changed to Reasonable Access to Information and Referral. The requirements and description were updated.
	29	Section III, Service Requirements, a definition for outreach efforts was added
	41	Section III, Service Requirements, AAA Advisory Council Requirements were updated.
	45	Section III, Service Requirements, AAA Advocacy, Program Development, Outreach and Leadership requirements were updated.
	83	Section III, Service Requirements, Determining Client Satisfaction, Item D, Advisory Council, language added requiring client satisfaction results be reviewed by the AC.
	87-163	<p>Section III, Service Requirements, Nutrition Program Policies were updated. Updated sections include:</p> <ul style="list-style-type: none"> • Selection of Nutrition Program Service Providers, Item E, Nutrition Provider Responsibilities When Establishing New C-1 Sites. • Approved Certified Food Protected Manager Training Programs • Contracts with Profit Making Organizations • Section III, Service Requirements, Emergency Meals language updated in accordance with NOI 020520-1-I-SWCBS • Food Preparation and Safety Standards. • Contributions for Nutrition Services • Home Delivered Meals
165	Section III, Service Requirements, List of OAA IIID Services Offered was updated:	
Chapter 4- CCE	5	Section II, Services Provided Under the CCE Program, guidance added regarding CCE intake services.
	11	Section IV, Program Requirements, Priority Groups language was updated.
	16	Section IV, Programs Requirements, Service Provision updated in accordance with NOI 060619-1-I-SWCBS
	21	Section IV, Program Requirements, Responsibilities of Stakeholders, Item C, Lead Agency responsibilities regarding procurement updated.

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Chapter 5 ADI	3	Section I, Purpose of ADI Program Components updated and references to model day deleted throughout the chapter.
	5	Section II, ADI Service Eligibility requirements were updated.
	10	Section IV, Services Provided Under the ADI Program, Other ADI program Components updated for Memory Disorder Clinics
	14	Section IV, Services Provided Under the ADI Program, Item 5, Alzheimer Disease Advisory Committee language removed from the chapter.
	15	Section V, Program Requirements, B. AAA Purpose and Responsibilities, Competitive Solicitation language was updated.
	18	Section V, Program Requirements, Coordination of Services, Items C, Service Providers program requirements were updated..
Chapter 6 HCE	General: Language referenced in NOIs 022219-1-I-SWCBS and 020620-2-I-SWCBS were added to Chapter 6.	
	6	Section III, Services Provided Under the HCE Program, Restrictions, updated related to special subsidies
	8	Section III, Services Provided Under the HCE Program, Item C, Setting Subsidy Amounts, Hospitalization, language updated for subsidy allowance for client during hospitalization.
	31	Section IV, Program Requirement, Service Coordination with Other DOEA Service Programs, updated regarding HCE dual enrollment in HCE and SMMC.
Chapter 7 RELIEF	3	Section I, Purpose of the Relief Program: The programs purpose and description updated to include hours allowed for in-home respite services.
	5	Section III, Services Provided Under the RELIEF Program: The list of program activities provided in the program was updated.
	8	Section IV, Program Requirements, General Volunteer Qualifications were updated.
	9	Section IV, Program Requirements, Volunteer In-Service Training: Required in-service hours added.

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Appendix A		General: The OAA IID Services were updated as follows: <ul style="list-style-type: none"> • Mental Health, Applied Suicide Intervention Skills Training (ASIST) was added • Disease Information, Health Promotion, Health Risk Assessment, Health Risk Screening, Home Injury Control were deleted. • Website links to OAA IID services updated as needed.
	19	Section II, Services, Adult Day Care, record keeping and reporting requirements for congregate meals were updated.
	24	Section II, Services, Basic Subsidy, Delivery Standards/Special Conditions were updated to include language reporting period when a client is out of home (i.e. hospitalization, institutional care).
	35	Section II, Services, Case Management, Record Keeping and Reporting Requirements updated for case management billing activity.
	59	Section II, Services, Escort, Recording Keeping and Reporting Requirement, Unit of Service reporting was updated
	60	Section II, Services Tai chi Program, Delivery Standards and Provider qualifications were updated.
	94	Section II, Services, ASIST service and program description added
	137	Section II, Services, Housing Improvement, Record Keeping and Report Requirements, Unit of Service type changed to episode.
	141	Section II, Services, Intake, Delivery Standards/Special Conditions updated to include guidance for ADI intake.
	146	Section II, Services, Legal Assistance, Provider Qualifications updated requiring the development of statewide reporting on legal services.
	156	Section II, Services, Nutrition Services, Congregate Meals Delivery Standards/Special conditions were updated. The CIRTS reporting requirements were updated accordingly..
161	Section II, Services, Nutrition Services, Home Delivered Meals, Delivery Standards/Special Conditions and Record Keeping/Reporting Requirements were updated. Updates include guidance set forth in NOI 021020-1-I-SWCBS. CIRTS reporting requirements updated accordingly.	
Appendix B	5	Section III, Overview: Language was updated in accordance with NOI 060619-1-I-SWCBS, ADI/CCE Co-payment Information.
	13	Section VI, Termination of Services Due to Delinquent Payments language was updated regarding termination of clients for inability to pay assessed co-payment
		Provider Co-Payment Goal and AAA Holdback Procedures were removed.
	25-26	Co-Pay schedules for an individual and couples were updated.

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Appendix C CIRTS	4	Section II, Reporting Requirements: Program enrollment information was updated.
Appendix D	No changes to Appendix D	
Appendix E Background Screening	General: References to “employees” in Appendix E were changed to “candidate” where applicable.	
	3-4	Section I, Introduction and Requirements were updated. Updates include requirement of candidates and providers to complete Level 2 background screening through the DOEA portal; guidance related to volunteers who assist less than 20 hours per month.
	5	Section II, Instructions, Account Registration and Generating, User Agreement. The section was modified to include Portal Registration Overview and guidance for utilizing the Clearinghouse..
	25	The Background Screening Affidavit of Compliance – Candidate, DOEA Form 236 was updated.