

Revised September 2019

ADRC SE SM Glossary & Resource Guide	
AA (www.aa.org)	Alcoholics Anonymous - fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others recover from alcoholism
AAA (Triple A)	Area Agency on Aging - A regional body established by Federal law to administer certain funds for services to elders
AAB (www.mass.gov)	Architectural Access Board - regulatory agency that develops and enforces regulations designed to make public buildings accessible, functional, and safe for use by persons with disabilities
AAPD (www.aapd.org)	American Association of People with Disabilities -country's largest cross-disability membership organization; organizes the disability community - politically, economically and socially
AARP (www.aarp.org)	American Association of Retired Persons - membership organization for people age 50 and over providing information, advocacy and services
ABI	Acquired Brain Injury
ACL	Administration for Community Living - Federal agency under US Department of Health and Human Services (HHS) that brings together the Administration on Aging, the Administration on Intellectual and Developmental Disabilities and the HHS Office on Disability. ACL is responsible for increasing access to community supports, while focusing attention and resources on the unique needs of older Americans and people with disabilities across the lifespan.
ACO	Accountable Care Organization
ADA (www.ada.gov)	Americans with Disabilities Act - guarantees equal opportunity for individuals with disabilities in public accommodations, employment, state and local services and transportation
ADA (www.diabetes.org)	American Diabetes Association - diabetes is a group of diseases characterized by high blood glucose levels that result from defects in the body's ability to produce and/or use insulin
ADAPT (www.adapt.org)	Americans Disabled for Attendant Programs Today - national grass-roots community that organizes disability rights activists
ADD (www.add.org)	Attention Deficit Disorder - developmental disorder characterized by "the co-existence of attention problems and hyperactivity, with each behavior occurring infrequently alone" and symptoms starting before age seven
ADH	Adult Day Health - services provided by adult day health programs of health care, supervision, restorative services, and socialization
ADLs	Activities of Daily Living - self-care tasks that are used to measure the functional impairment level of an applicant or consumer (term on Consumer Assessment Tool)

ADRC SE SM	Ageing & Disability Resource Consortium of Southeastern and Southern MA - at the federal level, a collaborative effort of the Administration on Aging (AoA) and the Centers for Medicare & Medicaid Services (CMS) designed to streamline access to long-term care. Members are Southeast Center for Independent Living (SCIL), Bristol Elder Services, Coastline Elderly Services, OCES, Independence Associates (IA) and South Shore Elder Services
Advisory Council	Required of the Area Agency on Aging (AAA); made up of community representatives from the Planning and Services Area, all of whom are residents of the service area with at least 51% being elderly
AFC	Adult Family Care - a living arrangement that allows frail elders and adults (16+) with disabilities who cannot live safely at home, to live with a trained paid caregiver who provides daily care in a family setting; in lieu of nursing home care
Affirmative Action	Planning for positive proportional representation of all segments of the Community in hiring and promoting, providing services and establishing contracts
AHEAD (www.ahead.org)	American Association on Higher Education and Disability - international, multi-cultural organization of professionals committed to full-participation in high education for person with disabilities
AIDS (www.aids.gov)	Acquired Immunodeficiency Syndrome - a disease of the human immune system caused by the human immunodeficiency virus (HIV)
AIRS Certification	Professional credentialing program within the I&R sector of human services
ALF	Assisted Living Facility - residential living setting that provides a range of services such as meals, on-site staff, etc. ALFs provide less service and support than a nursing facility
ALR	Assisted Living Residence - combines housing, meals and personal care services to adults on a rental basis; typically through private funds
AoA (www.aoa.org)	Administration on Aging - a Federal bureau that is part of the Department of Health and Human Services their mission is to fund lower-cost non-medical services and supports to assist seniors in maintaining their independence
APRIL (www.april-rural.org)	Association of Programs for Rural Independent Living - a national grassroots, consumer controlled, nonprofit membership organization concerned with the individual living issues of people with disabilities living in rural America
APS (www.apsnetwork.org)	Adult Protective Services - social services provided to abused, neglected, or exploited older and/or disabled adults; also EOEA's computer system for use by all ASAPs designated as Protective Service agencies

ARRA (www.recovery.gov)	American Recovery and Reinvestment Act (aka Stimulus Package) - funds that the Federal Government distributed to states to restart the economy in 2009
ASAP	Aging Services Access Point (formerly Home Care Corporations) - designated by the Commonwealth via the EOEa to provide independent, coordinated care management and information and referral services to elders and caregivers throughout the State.
ASL (www.aslpro.com)	American Sign Language - dominant sign language of Deaf Americans
ATLP (www.easterseals.com)	Assistive Technology Loan Program (at Easter Seals) - offers MA residents with disabilities and their families low-interest cash loans they can use to purchase assistive technology, devices and services; also offers low-cost assistive devices through the Long-Term Device Loan Program
Barrier Free	Without physical or psychological barriers for elders or disabled persons
BAT (www.ridebat.com)	Brockton Area Transit - intermodal transportation services serving Brockton and other surrounding communities; as well as hospital facilities in Boston
Benefits Checkup	Benefits Checkup - gives a personal report of public programs and benefits for seniors with limited income and resources See NCOA (www.benefitscheckup.org)
BH	Behavioral Health
BOD	Board of Directors - body of elected or appointed members who jointly oversee the activities of a company or organization
BOH (www.mahb.org)	Board of Health - responsible under general laws, state and local regulations, for disease prevention and control, health and environmental protection, and promoting a healthy community
CAC (www.masscap.org)	Community Action Council - private non-profit agencies that serve the needs of low income people by opening the doors of self-sufficiency (formerly COC) see MASSCAP
CAE	Clinical Assessment and Eligibility - the procedure used by ASAP RNs to assess an applicant's or consumer's eligibility for various services
CAP	Client Action Plan - program for consumers of rehabilitation and independent living services; federally mandated
CART	Computer Assisted Real Time Transcription - technological service that provides Deaf or hard of hearing people with verbatim transcription of live speech
CCRCs	Clinical Care Retirement Community/Continuing Care Retirement Communities - unique living environment that allows individuals to "age in place" by providing for their changing health & personal care needs within a single campus setting; not subsidized & require a substantial financial investment
CDC	Consumer Directed Care - Consumer directed service delivery option available to qualified consumers in the ASAP State Home Care Program

CDR	Chronic Disease and Rehabilitation Hospitals - facility or unit within a facility, with a majority of its beds licensed by the Mass Dept. of Public Health to provide services to chronically ill individuals who require long-term care on an in-patient or out-patient basis
CDS	Comprehensive Data Set - systemic documentation of a single patient's long-term individual medical history and care
CDSM	Chronic Disease Self-Management - the oversight and education activities conducted by health care professionals to help patients with chronic diseases to understand their condition and learn to live with it
CE	Categorically Eligible - Clients who are categorically eligible for services (Medicaid includes SSI)
CEO	Chief Executive Officer - highest-ranking corporate officer in charge of total management of a company
CFO	Chief Financial Officer - primarily responsible for managing the financial risks of a company
CHER (www.sndesigns.net)	Comprehensive Home Evaluation Report - web-based reporting tool, for home assessments and evaluations used to research and gather information on universal and home design (see SHD)
CHHA	Certified Home Health Agency - home health agency that has met the Medicaid and Medicare conditions for providing nursing care, rehab therapies and home health aide service in the community. Sometime referred to as a VNA or Visiting Nurse Association (see VNA)
CHIP	Children's Health Insurance Program
CHOICES	Community Choices Program - must be eligible for state home care and ineligible for MassHealth Standard; services provided to frail elders (60+) or under age 60 with Alzheimer's or a related disorder who are clinically eligible for a SNF (See ECOP)
CIL	Center for Independent Living (same as ILC) see ILC
CIRCA (www.intergens.com)	Cape and Islands Regional Councils on Aging
CLAS	Culturally linguistically appropriate services
CLP	Community Living Program
CM	Case Manager/Management; Care Manager/Management - professional staff of an ASAP that provides care management services to applicants and consumers
CMS (www.cms.gov)	Centers for Medicaid and Medicare Services - US federal agency which administers Medicare, Medicaid, and the Children's Health Insurance Program
CNCS	Corporation for National and Community Service
COA (www.ncoa.org)	Council on Aging - A municipal department authorized by M.G.L. Chapter 401, section 8b. An agency of city or town government, servicing the elderly population
COA State Grant/s	Annual per capita (formula grants from EOEA with special state funds)
COC	Coordination of Care (now CAE)

COLA (www.ssa.gov)	Cost of Living Allowance - adjusts salaries or payments (such as Social Security) based on changes in a cost-of-living index (CPI)
Congregate Site	Where elders meet for meals, health clinics, educational and/or recreational programs, etc
COO	Chief Operating Officer - responsible for the daily operation of the company and routinely reports to the highest ranking executive; i.e. CEO
COOP	Continuity of Operations Plan - outlines the steps that an agency will take in the event an emergency or disaster interrupts business
CORD (www.cilcapecod.org)	Cape Organization for Rights of the Disabled (ILC in Hyannis)
CORI (www.mass.gov)	Criminal Offenders Record Information - a record of all criminal court appearances in Mass for a particular individual including arrests, convictions, dismissals, and serious violations
CRM (www.crm.org)	Center for Resource Management -organizes and facilitates environmental conferences and stakeholder coalitions to create new models, new policy, new technologies and new institutional commitments to protect our natural resources in a viable business environment.
CRS	Certification for Community Resource Specialist
CRS - A/D	Certification for Community Resource Specialist - Aging/Disability
CSS	Consumer Satisfaction Survey - annual survey sent to consumers who utilize ILC services to determine their satisfaction with the services
CSSM	Comprehensive Screening & Service Module
DCF (www.mass.gov)	Department of Children & Families (Formerly DSS) - mandate is to strengthen families where child abuse or neglect has occurred
DDD	Department of Developmental Disabilities (see DDS)
DDS (www.mass.gov)	Massachusetts Department of Developmental Services (formerly DMR) - dedicated to creating in partnership with others, innovative and genuine opportunities for individuals with intellectual disabilities
DEAF, Inc (www.deafinonline.org)	Developmental, Evaluation and Adjustment Facilities, Inc. - multi-service community agency that is run by and for people who are deaf; providing Independent Living and other services
DHCD (www.mass.gov)	Dept of Housing & Community Development - housing and community development to strengthen cities, towns and neighborhoods to enhance the quality of life in Massachusetts
DHHS (www.mass.gov)	Dept of Health and Human Services - Federal agency responsible for a variety of health-related functions.
DHILS (www.mass.gov)	Deaf and Hard of Hearing Independent Living Services - programs at 5 sites throughout the state providing a peer consumer environment to enable deaf and hard of hearing persons to live more independently
DLC (www.dlc-ma.org)	Disability Law Center (Boston) - Protection and Advocacy agency for Massachusetts residents with disabilities

DMA (www.mass.gov)	Division of Medical Assistance - responsible for administering the Commonwealth's medical Assistance program (MassHealth, formerly known as Medicaid)
DME (www.medicare.gov)	Durable Medical Equipment - for purposes of Medicare coverage, durable medical equipment is defined as equipment that is able to withstand repeated use, is primarily and customarily designed for medical purposes, is generally not useful in the absence of illness or injury and is appropriate for home use
DMH (www.mass.gov)	Massachusetts Department of Mental Health - assures and provides access to services and supports to meet the mental health needs of individuals of all ages
DOJ (www.justice.gov)	Department of Justice - primary federal criminal investigation and enforcement agency
Donut Hole	AKA The Coverage Gap or the Medicare Part D prescription drug plan coverage gap. Most Medicare prescription plans include a coverage gap. After a beneficiary and the prescription plan have spent a certain amount of money for covered drugs, the beneficiary has to pay all out-of-pocket costs for prescriptions up to a yearly limit. The beneficiary's yearly deductible, coinsurance or copayments, and what the beneficiary pays in the coverage gap all count toward this out-of-pocket limit. The Donut hole will be eliminated in 2020 as a result of the Affordable Care Act of 2010.
DPA	Durable Power of Attorney - a power of attorney that continues to remain in effect if the principal becomes disabled or that comes into existence after the principal becomes disabled
DPC (www.dpcma.org)	Disability Policy Consortium - an organization of disability rights activists who share a common goal of equal opportunity for all individuals with disabilities
DPH (www.mass.gov)	Massachusetts Department of Public Health - agency within the Executive Office of Health and Human Services, responsible for regulating the provision of health services in hospitals and nursing homes; responsible for administering the Medicaid/Medicare certification programs for Mass hospitals and nursing homes
DPPC (www.mass.gov)	Disabled Persons Protection Commission - responsible for the investigation and remediation of instances of abuse committed against person with disabilities
DPS	Division of Purchased Services (part of the State's Executive Office of Administration and Finance); now Operational Services Division -OSD
DPW	Department of Public Welfare - now DTA
DRDEF (www.drdef.org)	Disability Rights Education & Defense Fund (aka drdf.org) - national civil rights and policy center directed by individuals with disabilities and parents who have children with disabilities
DRG	Diagnostic Related Groups - a classification system used by Medicare to reimburse hospitals on a cost-per-care basis
DSU	Designated State Unit (Massachusetts Rehabilitation Commission and Massachusetts Commission for the Blind in Massachusetts)

DTA (www.mass.gov)	Department of Transitional Assistance - formerly the Department of Public Welfare; responsible for administering the state's public assistance programs; including food, job, cash and emergency shelter assistance
EAP	Employee Assistance Program - employee benefit programs intended to help employees deal with personal problems that might adversely affect their work
EAR	Elder at Risk - an elder who fails to or is unable to provide him or herself with one or more of the necessities essential for physical and emotional wellbeing (known as self-neglect under PS)
EBT	Electronic Benefits Transfer - debit-like card that can be used to purchase food at most grocery stores; federal food stamp program referred to as Supplemental Nutrition Assistance Program (SNAP)
ECNS	Elder Care Network Southeast (South Shore Six)
ECOP	Enhanced Community Options Program - must be eligible for state home care and ineligible for MassHealth Standard; services provided to frail elders (60+) or under age 60 with Alzheimer's or a related disorder who are clinically eligible for a SNF
EECO	Elder Education and Community Outreach - provides information on services and resources in the Brockton area and offers free services such as health screenings
EI (www.mass.gov)	Early Intervention - provides family-centered services to help children who qualify to develop the skills they will need to continue to grow
ENP	Elderly Nutrition Program - provides nutritious meals at congregate meal site and delivery through Meals on Wheels
EOEA/EA/ELD (Elder Affairs) (www.mass.gov)	Massachusetts Executive Office of Elder Affairs - Massachusetts state agency on aging mandated to implement and administer services designed to ensure the dignity and independence of elders
EOHHS/HHS Health & Human Services) (www.mass.gov)	Massachusetts Executive Office of Health and Human Services - offers health and human services assistance to the states most needy and vulnerable citizens; and responsible for policy development
ESP	Elder Service Plan - innovative long-term program that offers a range of health services and is designed to keep frail elders living in their homes and community; part of nationwide model of comprehensive service and long-term care called PACE (see PACE)
EYE NOTE (www.eyenote.gov)	Eye Note - application developed by the Bureau of Engraving and Printing to help the blind and visually impaired denominate US currency
FAPE	Free & Appropriate Public Education - law ensuring a free, appropriate, public education to children with disabilities

FCSP	Family Caregiver Support Program - designed to assist and support those who are providing care to elders; services that empower, provide assistance and at times provide relief to caregivers
FFS	Fee for Service
FGP	Foster Grandparents Program - individuals who are at least 55 years old, low income, no longer in the workforce and capable of serving children with exceptional or special needs; volunteers receive a modest tax-free stipend
FI	Fiscal Intermediary - manages funds, makes payments, and accounts for expenditures made on behalf of the consumer as directed by the consumer, family, or circle of support.
FIL	Functional Impairment Level - identifies consumer's degree of dependence/independence with personal care and daily living needs
FMLA (www.dol.org)	Family Medical Leave Act - entitles employees of covered employers to take unpaid job-protected leave for specified family and medical reasons
FPL	Federal Poverty Level
FY	Fiscal Year (<i>FFY</i> -Federal Fiscal Year/October 1 - September 30; <i>SFY</i> -State Fiscal Year/July 1 - June 30)
GAFC	Group Adult Foster Care - MassHealth program that pays for personal care services, case management & nursing oversight for eligible seniors & adults (age 22+) with disabilities who live in a GAFC approved supportive housing environment
GATRA (www.gatra.org)	The Greater Attleboro Taunton Regional Transit Authority - transportation and mobility services for people in 26 member communities
GY	Grant Year
HA	Housing Authority - Local authority responsible for administration of public housing. May be preceded by an initial; i.e. BHA for Brockton Housing Authority
HCAP	Home Care Assistance Program - Homemaking services for adults with disabilities under age 60. Must need help with one or more of these tasks: meal preparation, grocery shopping, medication pick-up, laundry, and light housekeeping
HCBS	Home and Community-Based Services - services that are offered to allow individuals with disabilities and elders to live in the community of their choice; Medicaid services available to persons that qualify based on an assessment
HCC (See ASAP)	Home Care Corporation - private, nonprofit, under contract with EOE, providing case management, information and referral, and a variety of programs and services to meet the needs of elders. A majority of board members of home care corporations are appointed by Councils on Aging. Now ASAP; frequently acts as AAA.

HCFA (www.hcfama.org)	Health Care for All - MA organization dedicated to making adequate and affordable healthcare, accessible to everyone, regardless of income, social, or economic status
HCFA (www.hcfa.gov)	Health Care Financing Administration - federal agency, within the Department of Health and Human Services, that is responsible for the management of the Medicare and Medicaid programs
HDM (www.mealcall.org)	Home Delivered Meals/Meals on Wheels; MOW - for homebound elders 60+ and their spouses; provided at no cost
HHA	Home Health Aide - paid, employed person who helps persons who are disabled or chronically ill with their ADLs in the home, outside home, or both
HHS (www.hhs.gov)	US Department of Health and Human Services - US government's agency for protecting the health of all Americans; providing human services, especially for those who are least able to help themselves
HIPAA (hhs.gov)	Health Insurance Portability & Accountability Act - addresses numerous aspects of the health care industry, including benefits and portability, health care fraud prevention and prosecution programs and new standards for electronic data exchange
HMO	Health Maintenance Organization - state-licensed entity that contracts to provide comprehensive health services to subscribers and their dependents, in exchange for enrollment of individuals on a capitated basis
HoH	Hard of Hearing - ability to detect certain frequencies of sound is completely or partially impaired
HUD (www.hud.gov)	US Department of Housing & Urban Development (federal) - creates affordable homes in safe, sustainable and inclusive communities through various programs
HV	Home Visit - visits to applicants or consumers by professional staff to assess needs to make determinations for service eligibility or to visit as part of services currently receiving
I&A	Information & Assistance
I&R	Information & Referral
IA (www.iacil.org)	Independence Associates Center for Independent Living (ILC in Brockton)
IADL	Instrumental Activities of Daily Living - environmental tasks, including the ability to prepare meals, do housework, do laundry, go shopping, take medication, get around outside the home, use transportation, manage money, and use the telephone. If an elder or a person with a disability needs help or direction due to a cognitive impairment with one of these tasks, he or she is considered to have an IADL impairment in that area
ICDRI (www.icdri.org)	International Center for Disability Resources on the Internet - on-line collection of resources of quality disability resources and best practices
IDEA	Individuals with Disabilities Education Act - federal act governing special education, it is now known as IDEA

IDMS	Independent Living Data Management System - computerized database and recordkeeping system utilized by ILCs
IE	Income Eligible - one criterion for income eligibility
IEP	Individualized Education Plan - mandated by the Individuals with Disabilities Education Act (IDEA); designed to meet the unique educational needs of one child, who may have a disability
IL	Independent Living - living in residential housing in the community of your choice
ILC	Independent Living Center (same as Center for Independent Living or CIL); agencies run by and for people with disabilities; provides community services to people of any age regardless of the type of disability. ILCs part of the ADRC SE SM include Independence Associates (IA) and Southeast Center for Independent Living (SCIL)
ILP	Independent Living Plan - a form used by an independent living service provider to assist an individual in achieving his/her specific independent living goal
ILRU	Independent Living Resource Utilization Project
IM	Information Memorandum - Information from State agencies regarding programs or guidelines
INDEX	New England Information on Disabilities Exchange
ISA	Inter-agency Service agreement (agreements between MA state agencies)
ISP	Individualized Service Plan - plan that is developed and maintained by assisted living residence for each resident. The ISP list the services that will be provided, who will provide them, how often, and for how long the services will be provided
LCOA	Legislative Council of Older Americans - A consumer group that lobbies for legislation beneficial to elders
LD	Learning Disability - several disorders in which a person has difficulty learning in a typical manner
LGBT	Lesbian, Gay, Bisexual, Transgender
LIFE	Living Independently for Equality, Inc - program for physically challenged adults and minorities, 18 yrs and older offering friendship, support, socialization and I&R services. Annual membership fee includes monthly trips, activities and lunch.
LIS	Low Income Subsidy - when someone has limited income and assets, the individual may qualify for full or partial assistance to help pay for prescription drug costs including the cost of the premium, coinsurance, copayments, and deductibles
LOI	Letter of Intent; submitted to funding agency in response to an RFP or grant
LPN	Licensed Practical Nurse - nurse who has received a certificate from an approved school of nursing; does not have the degree of expertise as a registered nurse
LSW	Licensed Social Worker
LCSW	Licensed Clinical Social Worker

LICSW	Licensed Independent Clinical Social Worker
LTC	Long-Term Care
LTCAT	Long Term Care Assessment Tool (the "tool") - The procedure used by home care corporation case managers and nurses to assess an elder's need for services
LTCF	Long Term Care Facility - any skilled nursing home as defined in the Social Security Act, or any nursing home or similar adult care home
LTCOC	Long Term Care Options Counseling
LTSS	Long-term services and supports
MADIL (www.madil.org)	Massachusetts Aging and Disability Information Locator - designed to help find information on services and programs that support people with disabilities
MAILC (mailc.org)	Massachusetts Association for Independent Living Centers - group of 11 Mass ILC Executive Directors that meet around advocacy and other relevant issues
Mandate	Requirement of the Law
MAOA	Massachusetts Association of Older Americans
MASILC (www.masilc.org)	Massachusetts Statewide Independent Living Council - Governor appointed Council whose members include persons whose are knowledgeable about centers for independent living and the services they provide
MASSCAP (www.masscap.org)	Massachusetts Association for Community Action- statewide association of the 24 Community Action Agencies (Councils) operating in Massachusetts see CAC
MassHealth	Massachusetts' program of medical assistance (Medicaid) to the aged, disabled and recipients of public assistance.
Match	Money (cash) or the dollar value of goods and services (in-kind), used to supplement Federal revenue for a program
Matching Funds	Needed for Title III, Title V and other grants. Refers to that portion of the program's budget that is non-federal cash or in-kind services.
MATP	Massachusetts Assistive Technology Partnership
MCB	Massachusetts Commission for the Blind
MCDHH	Massachusetts Commission for the Deaf and Hard of Hearing
MCO	Managed Care Organization
MCOA	Massachusetts Association of Councils on Aging and Senior Center Directors; private nonprofit organization of/for Councils on Aging
MDDC	Massachusetts Developmental Disabilities Council
MDS	Minimum Data Sets
Means test	To determine income eligibility under state homecare; not permitted under Title III or Council on Aging Programs

MEDEX	Private health insurance, under Blue Cross/Blue Shield for people over 65 (Medicare Extension)
MEDICARE	The Federal Government's Health Insurance Program for elders
MFP	Money Follows the Person
MHC/MHCA	Massachusetts Home Care/Association
MHFA (www.mhfa.com)	Massachusetts Housing Finance Agency - entity in Mass that runs the state project based multifamily subsidized housing programs
MiCASA	Medicare Community Attendant Services Act - federal bill
MMP	Money Management Program
MNIP	Massachusetts Network of Information Providers - free, disability-specific information for individuals with disabilities
MOA/MOU	Memorandum of Agreement/Memorandum of Understanding
MOD	Massachusetts Office on Disability
MOW (www.mealcall.org)	Meals on Wheels/Home Delivered Meals - for homebound elders 60+ and their spouses; provided at no cost
MR	Mental Retardation specialized services; services & supports for adults, age 18+ and for children with autism - includes day, residential, individual support, transportation
MRC (www.mass.gov)	Massachusetts Rehabilitation Commission - helps people with disabilities, except blindness; age 18 and older find employment and live independently
MS	Multiple Sclerosis; also MS Homelinks program - help for individuals & family members during difficult times/crises. Short term care management includes I&R, help with applications, financial assistance with some services
MSSNE	Multiple Sclerosis Society of New England
NAAAA (n4a)	National Association of Area Agencies on Aging
NAPIS	National Aging Program Information System
NASUA	National Association of State Units on Aging - Provides guidance and resources to state agencies on aging; offers assessment guides, public policy updates and educational meetings (see www.nasua.org) for more information.
NCCNHR	National Citizens' Coalition for Nursing Home Reform
NCD	National Council on Disability
NCIL	National Council on Independent Living
NCOA (www.ncoa.org)	National Council on Aging - national voice for older Americans and the community organizations that serve them; bringing together non-profits, businesses and government to develop creative solutions that improve the lives of all older Americans (see Benefits Checkup)

NCQA	National Committee for Quality Assurance
NF	Nursing Facility
NGA	Notification of Grant Award (Federal Grant Form)
NH	Nursing Home
NOD	National Organization on Disability
NOI	Notice of Intent (to bid)
NORC	Naturally Occurring Retirement Communities - initiative for connecting elders to community-based elder care services while remaining in their own homes & staying connected to neighbors & Community institutions; often using computer technology as a key tool
NSCERC	National Senior Citizens Education and Research Center (now Senior Service America Inc. or SSAI)
NSIP	Nutrition Services Incentive Program formerly the Nutrition Program for the Elderly (NPE), is administered by the U.S. Department of Health and Human Service's (DHHS) Administration on Aging, but receives USDA foods from the Food and Nutrition Service
NWD	No Wrong Door is a single statewide system available to all populations who may need LTSS
OAA	Older Americans Act - 1965 federal legislation authorizing and funding services such as support services, nutritional, health promotion, family caregiver and the senior aide employment program
OASI	Old Age and Survivors Insurance (trust fund) - refers to Social Security Benefits. (OASDI - Old Age, Survivors and Disability insurance is the official name for Social Security)
OC	Options Counseling
OCP	A healthcare option that manages MassHealth and Medicare benefits of dually eligible individuals living with disabilities ages 21-64. One Care Plans contract with ASAP organizations to provide care coordination to members. 2 One Care Plans are currently operating in Massachusetts - Commonwealth Care Alliance (CCA) and Tufts (Unify)
OSD	Operational Services Division (oversees purchases of services and commodities for the Commonwealth of MA)
OSERS	Office of Special Education & Rehabilitative Services (Dept of Education)
P&A	Protection & Advocacy Services Agency
PACE	Program of All-Inclusive Care for the Elderly - program integrating Medicare & Medicaid services that provides low income, frail individuals, age 55+, with all their health, medical, rehabilitation, social, support services & health insurance for one monthly fee; that might otherwise need nursing home care
PAS	Personal Assistance Services
PASS	Plan for Achieving Self Support - program of Social Security Administration

PCA/PCM	Personal Care Attendant/Personal Care Management Program - funds for eligible Mass health members to hire a trained attendant to provide assistance with personal care activities of daily living (ADLs)
PCC	Person-centered counseling/planning
PCP	Primary Care Physician - physician that serves as the initial contact between the member and the medical care system; treats and is responsible for coordinating the patient's treatment
PCHM	Personal Care Homemaker
PERS	Personal Emergency Response System
PI	Program Instruction (issued by Elder Affairs)
PIC	Private Industry Council
PNA	Personal Needs Allowance - designated portion of monthly income that a person in long-term care is allowed to retain for personal expenses
POA	Power of Attorney - a document that authorizes another person (an "agent" or "attorney in fact") to act on someone's (the principal's) behalf.
POS	Purchase of Services or Purchased Services (services authorized by ASAPs and purchased from providers)
PPO	Preferred Provider Organization - healthcare arrangement between purchasers of care (e.g., employers or insurance companies) and healthcare providers that delivers benefits at a reasonable cost by providing members incentives (e.g., lower deductibles and co-payments) to use providers within the network
Prescription Advantage	Prescription Drug insurance Plan available to MA residents age 65 and older, as well as to younger individuals with disabilities who meet income and employment eligibility guidelines; administered by EOEA
Provider	Agency or private business contracted to provide direct services to clients
PS	Protective Services - program designed to prevent, eliminate, or remedy situations involving elderly abuse, neglect by a caretaker, financial exploitation, and/or self-neglect
PSA	Planning & Service Area - a defined geographic area of cities and towns served by an area agency on aging; each agency has its own designated PSA
PSW	Protective Services Worker
PTSD	Post Traumatic Stress Disorder
PV	Payment Voucher (form used to invoice EOEA; payment request)
QA	Quality Assurance
QI	Quality Improvement
QMB	Qualified Medicare Beneficiary

RC	Rehabilitation Council (formerly Rehabilitation Advisory Council - RAC)
RCEP	Rehabilitation Continuing Education Program
REDD	Rights for Equality & Dignity of the Disabled - Worcester advocacy group
REGs	"Regulations" - Either State or Federal rules for specific programs
Revolving Funds	Authorized under M.G.L. Chapter 44, sec. 53E 1/2. Councils on Aging may retain and expend revenues earned through specific programs; subject to local approval
RFA/RFI/RFP/RFR	Request for Applications/Information/Proposals/Response
RN	Registered Nurse - nurse who has graduated from a formal nursing education program and has received a license; a RN has greater responsibility than a licensed practical nurse (LPN)
RPA	Regional Planning Agency
RSA	Rehabilitation Services Administration
RSC	Rate Setting Commission
RSVP	Retired and Senior Volunteer Program
SA	Senior Aide
SAMS	Social Assistance Management System
SAP	Senior Aide Program
SCIA	Spinal Cord Injury Association
SCIL (www.secil.org)	Southeast Center for Independent Living (ILC in Fall River)
SCO	Senior Care Options (or organization) - a health care option that manages MassHealth and Medicare benefits of adults 65+. SCOs contract with ASAPs to provide care coordination and in-home services; 5 SCOs are currently operating in Massachusetts - Commonwealth Care Alliance (CCA), United HealthCare (formerly Evercare), NaviCare (Fallon), Senior Whole Health and Tufts
SCSEP	Senior Community Service Employment
SDC	Supportive (formerly Social) Day Care - provides daytime supervision through a structured program of social activities
SDH	Social Determinants of Health
SHC	State Home Care or Home Care - State program that provides support services to elders with daily living needs so they may remain at home
SHD (shdesigns.net)	Specialized Home Design - specializes in universal and accessible home design; provides you with information to expand your knowledge of universal and accessible home design
SHINE	Serving the Health Information Needs of Everyone - a program of EOEA that trains health benefits counselors to provide information to Medicare beneficiaries about Medicare, MassHealth, Medex, HMOs, long-term care insurance, and other insurance issues

SHIP	Statewide Head Injury Program - supports individuals of any age with traumatic brain injury (TBI) & their families to access services in the community that maintain or enhance independence in the home, community or at work
SIMS	Seniors Information Management System (SAMS is Social Assistance Management System)
Sliding Fee	Established scale for co-payment of services based upon income less certain expenses; set by EOEAA regulations
SNAP	Supplemental Nutrition Assistance Program - See Food Stamps
SNF	Skilled Nursing Facility - provides 24/7 services to individuals of all ages whose general condition tends to be unstable & who require close observation & care by a professional staff over a 24-hour period; must require 1 skilled service daily or a combination of 3 services
SPIL	State Plan for Independent Living
SSA	Social Security Administration
SSD	Social Security Disability; SSDI (Social Security Disability Insurance)
SSI	Supplemental Security Income - monthly payments made by the Social Security Administration to an elder, blind or individual with disabilities who meet the requirements; SSI also includes supplementary payments made by the Commonwealth on a regular basis
SS6	South Shore Six (OCES, Bristol, Coastline, Cape, HESSCO & SSES)
Subgrant	Funding from the Area Agency on Aging (AAA) to local community or agency to local community or agency
SWAT	Senior Watch Advocacy Team
SWH	Senior Whole Health
TBI	Traumatic Brain Injury; also see SHIP
TDD/TTY	Telecommunication Device for the Deaf or Teletypewriter
TIRR	The Institute for Rehabilitation and Research - Houston, TX
Title I	Vocational Rehabilitation Services section of the Rehabilitation Act
Title III-A	Older Americans Act of 1965 - Funding for administering the Annual Area Plan
Title III-B	Older Americans Act of 1965 - Funding for Supportive Services
Title III-C	Older Americans Act of 1965 - Funding for Nutrition Services Program
Title III-D	Older Americans Act of 1965 - Funding for In-Home Services for Frail Elders
Title III-E	Older Americans Act of 1965 - Funding for NFCSP or National Family Caregiver Support Program
Title III-F	Older Americans Act of 1965 - Funding for Disease Prevention and Health Promotion Services
Title VII	Independent Living section of the Rehabilitation Act

T-22 (mass.gov)	Turning 22 Law - provides transitional services for young persons with severe disabilities and services as a bridge from educational services into the adult services program; 2 year transition process before losing special education entitlements after high school graduation or reaching the age of 22
TT	Text Telephone
TTY	Tele Typewriter
UCPMA	United Cerebral Palsy of Massachusetts
UFR	Uniform Financial Report (Annual report completed by agencies contracting with the Commonwealth of MA)
UR	Utilization Review - review and evaluation of the medical care given to patients at a health care facility; based on a sampling of patients
V	Voice (indicates phone for voice communication rather than TTY)
VA	Veterans Administration
VAMC	Veterans Administration Medical Center
VIP	Veteran's Independence Plus - Consumer directed service delivery option for veterans of any age at risk of nursing facility admission as approved by the VAMC , Bedford or Boston Medical Centers and administered through the ASAP
VISTA	Volunteers in Service to America
VNA	Visiting Nurse Association - a certified home health agency with a community board of directors that provides nursing care rehabilitation therapies, and home aide service in the community
VR (www.massresources.org)	Vocational Rehabilitation - helps people with disabilities find work or go back to work (see MRC)
Waiver	CMS authorizes states to operate various projects and programs with rule flexibility
WIA	Workforce Investment Act of 1998 - Federal law
WID (www.wid.org)	World Institute on Disability - mission is to eliminate barriers to full social integration and increase employment, economic security and health care for persons with disabilities
YTD	Year-to-Date
Chapter 604	Law mandating the reporting and investigation of elder abuse and neglect and the provision of services for elder abuse and neglect
Chapter 766	Mass legislation that provides that all children with special needs are to be provided with special education services that address their individual needs
704 Report	Annual Performance Report to RSA on IL Services and ILC Programs
722 State	Where Federal IL Funding exceeds State funding, RSA awards grants directly to ILCs
723 State	Where State IL funding exceeds Federal funding the state may choose to have Federal funds administered by the DSU. Massachusetts is a 723 state.