



2022 NCAAA Grant Application Instructions

Grant due date: March 19, 2021

**North Central Area Agency on Aging, Inc.
151 New Park Avenue, Box 75
Hartford, CT 06106**

**www.ncaaact.org
860-724-6443**

December 31, 2020

Dear grant applicant,

Welcome to the NCAAA grant application materials for fiscal 2022! Last year, after many years of paper applications, we switched to an online submission process. This year, after listening to feedback from you, our staff, and the grant reviewers about what we did well (and not so well!), we have made some tweaks to the application experience to make it more user-friendly. These changes are briefly outlined below along with some other important information.

A synopsis of some key changes

1. We have changed the layout of the application form. Many applicants complained that there was insufficient space on certain questions and tables to insert requested information. While we have continued to place an upper limit on how much you can type, we have increased the space for certain questions and reconfigured the charts so there is more room for data entry.
2. We have reduced the number of appendices. Our reviewers told us it was difficult moving back and forth between the questions and appendices that contained critical information in response to those questions; consequently, we have eliminated some of these appendices and provided more room in the body of the grant application to respond.
3. We modified some of our questions, particularly in the Evaluation and Sustainability sections. Our reviewers told us that some applicants struggled in responding to these items. We assumed that meant our questions were not clear. We have revised these questions as well as our explanations in the instruction guide.
4. We plan to give you your overall score for the proposal as well as your scores on the individual sections. As an effort at greater transparency on our part, we want to give you feedback on your proposal. Our hope is that this will improve the quality of your future grant requests.

We strongly encourage you to attend our technical training section and to begin your work on your application sooner rather than later. Should you require any technical assistance during the completion of the grant, feel free to contact Crystal Bailey, NCAAA's Grant Manager at (860) 724-6443 ext. 246 or, via email: Crystal.Bailey@ncaaact.org

Looking to the future.

As the needs and requests for funding continue to grow and our funding pool is likely to remain constant, NCAAA and other granting agencies will face the dilemma of trying to do more with less. These constraints will require us to be more discerning in our funding decisions. Grant applications that can document evidence of positive outcomes from their programs, and agencies that have been creative in securing alternative sources of funds to support themselves programs will likely fare better. The handwriting is on the wall.

We look forward to reading proposals for FFY 2022 and we thank you for the time and effort you expend on behalf of the older adults and individuals with disabilities in your communities.

Sincerely,

Maureen

Maureen McIntyre
Chief Executive Officer

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Getting started with your NCAAA grant application

To get started on your grant application, go to the Grants page on the NCAAA website (www.ncaaact.org/funding) and click on the “**2022 NCAAA Grant Application - Part 1**” link located in “**Older Americans Act Funding, Title III B, D & E**” portion of the document. The link will redirect you to the SignNow portal we are using for our application.

1. You will be presented with an option to “Rename Document”, append your organization name to the current document name and enter your email address.

Send invite link for *2022 NCAAA Grant Application - Part 1*.
Fill out the information below to get started.

Rename Document

Signing Step 1

E-mail Address*

Applicant

Show Custom Email Message Settings

* Required Fields Send Invite

2. Click on “Send Invite”.
3. Open the email from SignNow and click on “View Document”.
4. Save this email – this is the link you need to return to the grant application each time you want to work on it.
5. Repeat the process for “**2022 NCAAA Grant Application - Part 2 - Appendices C-D**”.

General Information

If you have problems using the software, please contact Crystal Bailey at (860) 724-6443 ext. 246 or via email at Crystal.Bailey@ncaaact.org for assistance.

Please keep the following in mind as you proceed through the application process:

1. You do not have to complete your application all at once. You can stop at any time by clicking on “Save as draft” at the top of the application page.

signNow Signing 2022 NCAAA G (0 of 22 required fields completed) SETTINGS SAVE AS DRAFT DONE

START 1

NCAAA Grant Application Fiscal Year 2022
Application Due Date: March 19, 2021
Cover Sheet

2. To return to work on your application, go to the original email you got from SignNow noreply@signnow.com on behalf of crystal.bailey@ncaaact.org and click on “View Document” This will bring you back to your application.

3. To upload files to the application, click on the upload button in the designated locations and a pop-up message will appear that has a button to upload a file, select file, click open, then done after the file has been uploaded successfully.
4. To obtain a blank copy of the application, select the download icon located at the top of the application page, a PDF of the application will be generated. A filled copy will be emailed to you once it is completed, including all the attachments.
5. ****Important****For best results, please download the required appendices to your local device prior to filling them out and then upload them to your applications.

Cover Sheet– Page 1

(1a) Federal EIN (Tax ID) number. All applicants must have a nine-digit EIN number. It can be obtained online from: <https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>

(1b) DUNS number. All applicants must have a nine-digit DUNS number. Information on obtaining one can be found at: www.grants.gov/applicants/organization-registration/step-1-obtain-duns-number.html **Please note: the application process may take a few weeks.**

(2) Title of Project. Enter the name of the proposed project.

(3) Name of Agency/Organization

(4) Address. Include the street number and name , city , state abbreviation , and 5-digit zip code.

(5) Authorized Official. The authorized official would be the Executive Director, Board Chair, or other Authorized Official for the Applicant Agency. Enter their name, title, area code and phone number (no dashes), extension (if appropriate), and e-mail address .

(6) Project Contact Person. Enter the name, title, area code and phone number (no dashes) , extension (if appropriate), and e-mail address for the person who will coordinate the project. If the application is for a Consortium, indicate the information for the lead agency contact.

(7) Type of Agency. Choose the type of agency applying for funds.

(8) Year Agency established.

(9) Is Applicant a Minority Provider? Choose “Yes” or “No” to indicate if the applicant’s organization is a “minority provider” according to the Administration for Community Living’s definition. ACL’s definition of a minority provider is a provider of services to clients which meets any one of the following criteria:

- A nonprofit organization with a controlling board comprised at least 51 percent of individuals in the applicable racial and ethnic categories (listed below).
- A private business concern that is at least 51 percent owned by individuals in the applicable racial and ethnic categories (listed below).
- A publicly owned business having at least 51 percent of its stock owned by one or more individuals and having its management and daily business controlled by one or more individuals in the applicable racial and ethnic categories (listed below).
- The applicable racial and ethnic categories include: American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or other Pacific Islander.

(10) Grant Category. Mark with an x the grant funding category for which your Agency is applying. A full description of each is given below.

TITLE III-B: SUPPORTIVE SERVICES & SENIOR CENTERS

1. Access Services – Programs that decrease the isolation and alienation of older persons. Programs shall provide older persons access to available services. Services include outreach, transportation, and information and referral. Programs designed to provide enhanced and/or integrated access to community-based health services are also encouraged.
2. Legal Services – Programs that will ensure free or low-cost legal services are available to low income, culturally and/or geographically isolated older persons in the North Central region.
3. In-Home Services – Programs that provide new or expanded services, which may include homemaker, home health aide, chore, and companion. These programs should give preference to older persons with the greatest social and economic need, with particular attention to low-income older individuals, low income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas.
4. Adult Day Care – Programs that provide a structured program of social, health, and rehabilitative services for frail older adults in an effort to prevent premature institutionalization and provide respite for caregivers.
5. Community Services – Programs that provide opportunities, foster independent action, create intergenerational opportunities, and provide specific services to the older adult community such as economic development, housing and job placement, and health services. Programs providing services that are coordinated and delivered through multipurpose senior centers are strongly encouraged.
6. Community Education/Counseling – Programs that educate communities about issues, services, and products designed to assist seniors and their families and caregivers. Programs designed for older individuals with respect to mental health services, including outreach for, education concerning, and screening for such services, and referral to such services for treatment are strongly encouraged.

TITLE III-D: EVIDENCE-BASED DISEASE PREVENTION & HEALTH PROMOTION

Evidence-based health promotion programs include programs related to the prevention and mitigation of the effects of chronic disease (including but not limited to osteoporosis, hypertension, obesity, diabetes, and cardiovascular disease), alcohol and substance abuse reduction, smoking cessation, weight loss and control, stress management, falls prevention, physical activity, and improved nutrition. Proposed programs must include an evidence-based intervention that meets the highest criteria level, established by the Administration on Aging, as noted below. The proposal must identify the evidence-based intervention upon which the program is based and describe the intervention and documented outcomes. The proposal must identify the core components of the

evidence-based intervention that will be provided through the funded program.

All programs using Title III-D funds will have to meet these criteria:

- Demonstrated through evaluation to be effective for improving the health and well-being or reducing disease, disability, and/or injury among older adults; and
- Proven effective with older the adult population, using Experimental or Quasi-Experimental Design*; and Research results published in a peer-reviewed journal; and
- Fully translated** in one or more community site(s); and includes developed Dissemination products that are available to the public.

**Experimental designs use random assignment and a control group. Quasi-experimental designs do not use random assignment.*

***For purposes of the Title III-D definitions, being “fully translated in one or more community sites” means that the evidence-based program [proposed] has been carried out at the community level (with fidelity to the published research) at least once before. Applicants should only consider programs that have been shown to be effective within a real-world community setting.*

TITLE III-E: NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM

Programs that provide new or expanded caregiver support services to grandparents, step-grandparents, or relatives (other than the parent), by blood, marriage, or adoption, who are 55 years or older, are primary caregivers and legal guardians of a relative child not more than 18 years of age, or the parent, grandparent, or other older relative of an adult relative with disabilities. These services may include but are not limited to: information about the availability of support services, assistance in gaining access, individual and group counseling to help make decisions and solve problems, direct services such as childcare for children while caregivers attend medical appointments, and transportation to medical appointments. These programs shall give priority to caregivers who provide care for children with severe disabilities

- (11) Total amount of funding requested from NCAAA for funding period (10/1/2021 – 9/30/2022). Example: \$10,000 (no decimal points).

The NCAAA maintains certain minimum and maximum funding amounts for its different grant opportunities (see chart A). Few agencies receive the full amount requested.

Chart A		
Grant type	Minimum award*	Maximum award**

Title III-B	\$2500	\$250,000
Title III-D	\$2500	\$35,000
Title III-E	\$2500	\$20,000

*Because of the administrative costs of servicing grant recipients, we have found it cost effective to establish this minimum.

**NCAAA assesses maximum awards based on a variety of factors including but not limited to available funding, priority level and regional reach.

Please note: The North Central Area Agency on Aging DOES NOT FUND any of the following: (1) Capital Improvements (construction, remodeling, etc.), (2) Case Management Services, and (3) Equipment.

(12) Priority Areas. If you are applying for a Title III-B Grant (Supportive Services & Senior Centers), mark (x) the specific priority area(s) that your proposed program will address. A description of each priority area is given above under Title III-B Supportive Services & Senior Centers.

Federal and State mandates require the Area Agencies on Aging to award the following percentages of their funding to:

Federal Funding Mandates:

Access: Minimum 16% of Title III-B

In Home Services: Minimum 25% of Title III-B

Legal Services: Minimum 6% of Title III-B

State Funding Mandates:

Transportation: Minimum 10% of Title III-B

Behavioral Health: Minimum of 5% of Title III-B

Senior Centers: Minimum of 5% of Title III-B

MIS (program evaluation): Maximum of 10% of Title III-B

Appendices Inclusion List

Mark [X] all appendices that you are including with your application.

A1 – Grant Applicant Organization Information (required)

A2– Organization Chart (required)

Appendix B1* – Certification of Non-Federal Match for Title III Project (required)

Appendix B2* – Standardized Assurances, Compliances and Conditions (required)

Appendix B3* – Accounting Systems Certification (required)

*These documents must contain original signatures.

Appendix B4** – Facilities and Program Accessibility Survey (only required if services

will be provided at Agency’s place of business)

Appendix B5** – Certificate of Fire Safety (only required if services will be provided at Agency’s place of business)

**These documents may be submitted after the due date of the grant application.

Appendix C1 – Agency Budget (required)

Appendix C2 – Most Recent Audit and/or Financial Statement (required)

Appendix C3 – List of Board of Directors (required)

Appendix C4 – Bonding & Insurance Information (required)

Appendix C5 – Copy of 501c3 Certification (if applicable)

Appendix C6 – Documentation of Federally Approved Indirect Cost Rate (If available)

Appendix D1 – FFY 2022 Project Budget – Summary Page (required)

Appendix D2 – FFY 2022 Project Budget – Personnel Cost Explanation (required)

Appendix D3 – FFY 2022 Project Budget – Explanation of all Other Costs (required)

Appendix D4 – FFY 2022 Project Budget – Title III Resource Summary (required)

Further Instructions for Appendices

NOTE: Some of the appendices (A2, C1 to C6, D1-D4) will require you to upload Word or Excel documents directly into the application form.

Appendix A1 – Grant Applicant Organization Information – Page 1

I. Project Narrative. In the space provided write a narrative about your proposed project that that briefly describes the following:

- The service(s) to be provided. In describing the service(s), use the service terms listed in the NAPIS service list starting on page 26 of this Instruction guide. A more complete description of the NAPIS is found on page 8 of this guide.
- The towns that will be served (if you are serving all 38 towns in the region you can simply say “the entire region” or if serving most of the region you can say “the entire region except for the towns of . . .”).

- Evidence of need for the proposed service. This can be a brief sentence. For example, a program that will address Access Services might say that “X% of the seniors living in our target area live alone”, or “Y% do not own cars.” You will have a chance to say more about the need in Section IIIe.
- How your service supports the mission of the NCAAA. Our mission is “to provide aging resources to enhance the quality of life for older adults, individuals with disabilities, and their caregivers in north central Connecticut . . .” By quality of life, we mean the degree to which an individual is healthy, comfortable and able to participate in or enjoy life events. In one or two sentences, describe how the service(s) you provide will contribute to the targeted individual’s quality of life.
- The estimated number of different (unique) clients you will serve in the first 12 months.
- The estimated number of service units that you will provide in the first 12 months.
- How the service will be evaluated, i.e., what information/data will you collect that will determine the effectiveness of your service. This would include client satisfaction and any other data you collect regarding behavioral or attitudinal changes in the client’s life.

Appendix A1 – Grant Applicant Organization Information – Page 2

II. Agency Mission, History and Structure.

IIa. Please list the mission statement of your agency. Type in your Agency’s mission statement.

IIb. Enter a brief history of your agency and any changes in its mission or service focus over the lifespan of the agency. If you are a municipal agency, simply enter N/A (not applicable)

IIc. Certifications and Assurances. There are certain Certifications and Assurances required from some or all the applicants. Chart B lists the items, applicants who need to complete them, and in which Appendix the form is located. Appendices B1 – B5 are located on North Central Connecticut Area Agency on Aging website.

Chart B Certifications and Assurances	Required from:	Location:
Certification of Non-Federal Match	All Applicants	Appendix B1
Standard Assurances, Compliances and Conditions	All Applicants	Appendix B2
Accounting Systems Certification	All Applicants	Appendix B3
Facilities and Program Accessibility Survey	Applicants proposing services that will be <u>provided at Agency’s place of business</u>	Appendix B4

Certificate of Fire Safety	Applicants proposing services that will be <u>provided at Agency's place of business</u>	Appendix B5
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IId. Other Organizational Documents There are up to seven (7) additional documents that may need to be included. See Chart C below for information on the documents, who needs to include them, and where they should be inserted. All the documents listed in Chart C will require you to upload word or Excel documents into the application. More information on the Organizational Chart can be found on page 15 of this Instruction guide, while info on Appendices C1 to C6 can be found on page 17.

Chart C Attachments	Required from:	Location:
Agency Organizational Chart	All Applicants	Appendix A2
Agency Budget	All Applicants	Appendix C1
Most Recent Audit and/or Financial Statement	All Applicants	Appendix C2
List of Board of Directors	All Applicants	Appendix C3
Bonding and Insurance Information	All Applicants	Appendix C4
Copy of 501-C3 Certification	Agencies that have 501C(3) status.	Appendix C5
Documentation of Federally Approved Indirect Cost Rate	All Applicants that have one.	Appendix C6

Appendix A1 – Grant Applicant Organization Information – Page 3

Iie. COVID-19 service adjustments. Hopefully the COVID-19 pandemic will be behind us by the time 2022 grants are funded. Nevertheless, please write a brief description indicating what alternative service delivery arrangements, e.g., client meetings by telephone or Zoom, and safety protocols (mask wearing, physical distancing, sanitizing, etc.) you currently are utilizing.

III. Description of Services to be Provided

IIIa. In the chart [Page 4 of Appendix A1] please list: (1) the specific services that will be provided, (2) the service code associated with each service, (3) the projected number of units of each service that will be given, and (4) the percent of the amount requested from NCAAA that will be allocated to each specific service. The specific services that may be offered are listed and defined in the **NAPIS** (National Aging Program Information Services) **SERVICE CODES & DEFINITIONS** which appear beginning on page 26 of these instructions. These pages also provide a definition of a service unit for these services.

Once you have estimated the number of service units you will deliver (column 3 of chart) you will need to determine the proportion of the NCAAA requested funds will be

devoted to each service listed. This determination will involve considering both requested grant funds and *other money and resources* your organization has from other sources. We have provided examples of how two different agencies might compute this. Example:

Both Agency A and Agency B plan to offer several services that fall under the In-Home category of Title III-B. The services that both agencies will provide include homemaker, chore and companion. But the two agencies differ in terms of how they plan to pay for these services.

Agency A is seeking funds from NCAAA to cover the salary cost of all three services. In the first chart below (D) (from Item IIIa), we have inserted the services, their codes, and (hypothetical) numbers for projected service units. We have also added the column *Estimated Cost* to illustrate our calculations. Each of the three services has a service unit of one hour. Assuming the hourly wage for each service is equal (\$13/hr. in our example), the chart below shows the estimated cost for each service based on the projected number of units that will be provided.

The cost for the Homemaker is \$390 (30 units x \$13/hr.); the costs for chores and companion are \$130 and \$260 respectively based on their service units. The percent of the requested funds allocated for Homemaker service would be 50%, that is, \$390 divided by the requested \$780. Similarly, the proportion of requested funds for Chore and Companion would be 16.7% and 33.3% respectively.

CHART D				
Specific service	Service Code	Projected number of service units to be provided	<i>Estimated Cost (\$13/hr.)</i>	Percent of requested funds allocated to this service
Homemaker	119	30	\$390	50.0
Chore	101	10	\$130	16.7
Companion	103	20	\$260	33.3
Total		60	\$780	100.0

On the other hand, Agency B has funds to pay most of the salary costs for the Homemaker Service from other sources and only seeks funds from NCAAA to pay 10% of the Homemaker Service and all the salary for Chore and Companion services. Their chart would look like Chart E.

CHART E				
				Percent of requested

Specific service	Service Code	Projected number of service units to be provided	Estimated Cost (\$13/hr.)	funds allocated to this service
Homemaker	119	30	\$39*	9.1
Chore	101	10	\$130	30.3
Companion	103	20	\$260	60.6
Total		60	\$429	100.0

*only 10% of salary money is coming from NCAAAA grant; the rest is from other sources.

Appendix A1 – Grant Applicant Organization Information – Page 5

IIIb. List the towns that will be served. Mark (x) the appropriate town(s).

IIIc. Identify the specific location type(s) (not addresses) where the service will be provided, for example, agency office, senior center, senior housing, etc.. If the service does not entail specific service sites, for example, a transportation program that picks up at a client's home, type in: No specific delivery sites of service.

IIId. Describe the frequency of service provision. How often will the service be provided, e.g., daily, weekly, etc..

IIIe. Present supporting evidence suggesting the need for the proposed service(s) in the targeted town(s). Why is the proposed service needed in the targeted towns? *Please present any information or data which supports the need for the particular service(s) in the proposed location* in narrative form.

Appendix A1 – Grant Applicant Organization Information – Page 6

III f. Discuss how potential clients will be solicited for the proposed service(s) including any advertising/marketing plans.

What advertising/marketing/publicity strategies will your Agency be using to alert the community of this service availability? All promotional materials must identify the funding agency and the Older Americans Act. (Example: "...funded in part by the Older Americans Act through the North Central Area Agency on Aging.").

III g. Complete the chart on page 7 of Appendix A1 showing demographic characteristics of your anticipated clients for each service.

Demographic information for anticipated clients for each proposed service should be entered into the chart. Enter the service code (from the chart for IIIa) and then enter the number of projected clients in the listed demographic column. See definitions of all terms used in the chart below.

Definition of terms:

- Service code– Specific code number for the type of service you are providing (see NAPIS list on page 26)
- Total number of clients – Total number of distinct individuals you expect to serve in service period.
- Number of low-income clients* - Anticipated number of clients with incomes at or below 100% of the federal poverty level to be served during service period.
- Number of near poverty clients* - Anticipated number of clients with incomes at or below 150% of the federal poverty level to be served during service period.
- Number of minority clients* - Anticipated number of clients who are American Indian or Alaskan Native, Black or African American, Hispanic or Latino, Asian, Native Hawaiian or other Pacific Islanders to be served during service period.
- Number of low-income minority clients* - Anticipated number of minority clients with incomes at or below 100% of the federal poverty level to be served during service period.
- Number of rural clients* - Anticipated number of clients who reside in one of the following towns: Andover, East Granby, Hartland, Hebron, Stafford or Tolland to be served during service period.
- Number of clients with severe disabilities* - Anticipated number of clients with severe disabilities to be served during service period.
- Number of clients with risk of institutionalization* - Anticipated number of clients at risk of institutionalization to be served during service period.
- Number of clients with limited English proficiency* - Anticipated number of clients with limited English proficiency to be served in service period.

Please note that in the starred (*) categories listed in the definitions above, a single client might appear in multiple counts, for example, a minority, low income client living in a rural community would be counted in the columns: total clients, low income minority, and rural. If that client had severe disabilities and/or limited English proficiency, they would also be counted in two additional columns.

The number entered in the *Total Clients* column represents the total number of distinct individuals served by the program. This number will be *smaller* than the sum of the remaining columns to the right since the same individual may be counted in several columns. At the Technical Assistance sessions provided by the NCAAA, sources of town level Census data on these various categories will be discussed. **Please note:** We recognize that the numbers in this chart represent your “best guess” based on experience or the demographics of your target area. If funded, NCAAA will track the *actual* numbers of individuals in these categories as the funding year progresses.

Appendix A1 – Grant Applicant Organization Information – Page 8

IIIh. If your agency has delivered these services for at least three years, describe any trends in service usage over the last three years of program service. For example, has the total

number of clients remained steady, increased or decreased? What are the usage trends among “at risk” clients (client types listed in bullet points 5 through 12 in IIIg. above)?

IIIi. Process for requesting and collecting donations for the services provided. Describe your plan, in detail, for informing clients of service costs and providing opportunities for their contributions. Describe how contributions received from program participants will be utilized by the project. Older adults receiving services under Title III must have the opportunity to contribute to the cost of the services in a confidential manner. All client contributions collected during the award period must be used to expand the service(s) for which the contributions were given. Project client contributions cannot be used to satisfy non-federal matching requirements to the project budget.

IV. Description of Staff Providing Services.

IVa. Completing the chart on page 9 of Appendix A1.

The first column asks for the title of the position. We have already included two key positions: the fiscal manager for the proposed program and the person responsible for data collection and/or management information activities. If more than one person fills these roles for the proposed services, use additional lines. Include the job title for each additional service provider in the chart.

The second column asks if they are a paid staff person or volunteers (Choose Staff or Volunteer in the column).

The third column asks how many hours she/he will be working per week on the proposed Service.

The fourth column asks if the person is a member of a racial or ethnic minority group (mark (x) yes or no). If yes, mark (x) their appropriate minority group membership, e.g., Latino, African American, etc.

The fifth column asks if the individual is 60 years or older (Choose Yes or No).

The sixth column asks if the individual has a pertinent license or certification relevant to the work they will be doing on the project (Choose Yes, No). This is particularly relevant for Title III-D Programs (Evidence-Based Disease Prevention & Health) where there are licenses or certifications available for many of the skills used in such programs, for example, mental health counseling, fall prevention, fitness, mobility, etc. If the job title for your proposed project does not require someone with a license or certification, please mark the N/A (not applicable) column in the chart.

If the hiring of the person(s) for licensed/certified roles—or for any of the other roles listed in the chart—is contingent on grant funding, type “to be hired” in the Title column of the chart.

Appendix A1 – Grant Applicant Organization Information – Page 10

IVb. Describe how your agency provides Supervision/quality control. Describe how your agency will supervise those interacting with clients. For example, are there weekly

supervision sessions, record reviews, etc.?

- IVc. Describe your grievance process. How will older adults participating in the project be informed of the procedures to notify the Connecticut State Unit on Aging of complaints based on denial of services due to discrimination. (Notices MUST be posted in a conspicuous location within plain view of all older adults who participate.)

V. Evaluation of Services.

- Va. Discuss the desired impact that your service(s) will have on the targeted individual(s)' quality of life.

The mission of the NCAAA is to provide aging resources to enhance the quality of life for older adults, individuals with disabilities, and their caregivers in north central Connecticut . . ." By quality of life, we mean the degree to which an individual is healthy, comfortable and able to participate in or enjoy life events. Briefly describe how the service(s) you provide will contribute to the targeted individual's quality of life.

- Vb. Describe your client satisfaction data collection process. NCAAA expects all grant recipients to have a process for collecting service satisfaction data from clients. If you do not currently have one, please describe your *proposed* process¹. Your discussion should include: (a) a brief description of your instrument, (b) when data will be collected from clients, e.g., end of service provision, quarterly, semi-annually, etc., (c) from whom it will be collected, e.g., all clients, a sample of clients, (d) how data will be collected, e.g., online or in-person survey, interview, etc., and (e) how the agency will analyze and use this information.

¹NCAAA can provide some limited technical assistance in this area. Please contact Crystal Bailey for assistance.

- Vc. If the proposed service has previously been delivered, summarize your client satisfaction data (no more than the past 2 years) by identifying one area with high satisfaction and one area of lower satisfaction and what actions you have taken (if any) to change your service delivery based on this feedback. If no satisfaction data has been collected, please indicate this.

- Vd. In addition to client satisfaction data, some agencies may gather data to examine changes in the client's psychological or physical functioning. For example, changes on measures of quality of life or activities of daily living, etc. Please briefly describe any such measures that you are currently using. If none, please indicate that.

Appendix A1 – Grant Applicant Organization Information – Page 11

VI. Sustainability.

The NCAAA recognizes the limits of its financial resources to support agencies providing needed services to seniors and their caregivers in north central Connecticut. Therefore, it strongly encourages both: (a) the development of collaborative, resource-sharing

relationships with other agencies to maximize service availability while minimizing duplication of effort, and (b) self-sustaining efforts such as fundraising, fee-for-service, or other entrepreneurial actions that will sustain your programs. The questions below explore your efforts in these endeavors.

VIa. If your Agency has previously received NCAAA funding for this project, insert a number indicating how many years your Agency has received this funding. If this is the first year you are seeking funds from NCAAA for this particular activity, please enter “new program.”

VIb. Does your agency have any formal (written Memorandums of Understanding or Agreement) or informal arrangements (understanding that have not been written) with other agencies regarding sharing resources to expand service capacity? If so, in the table on page 11 of Appendix A1, please list the names of the agencies, what city or town they are located in, and the content areas of these arrangements, i.e., what are the specific services or resources you have agreed to share (vehicles, office equipment or space, referral exchanges, etc.). If you have none, type “none.”

Appendix A1 – Grant Applicant Organization Information – Page 12

VIc. If you are you currently engaged in any discussion, planning or negotiation with nearby programs or municipalities to share resources or services but have not reached a formal or informal arrangement, please describe. If no, write “none.”

VIId. Identify any self-sustainability plans for the proposed services including fundraising efforts and/or fee-for-service. Identify in what ways, if any, your Agency has attempted to secure funds to sustain this service in the future.

Appendix A1 – Grant Applicant Organization Information – Page 13

VII. Budget.

VIIa. Total amount of money being requested from NCAAA. Enter the total number of dollars you are seeking from NCAAA for the first fiscal year of the program.

VIIb. Cost per unit of service. The cost per service unit is calculated by summing the monies requested from NCAAA *as well as other monies and resources that will be devoted to this particular service* and dividing this total by the total number of service units proposed. **Note:** If some of the “other funding” expected to pay for this service is not on hand, i.e., you are waiting to hear from other funding sources to whom you have applied, please compute the cost of service with dollars on hand. If additional revenues become available, you will be permitted to update this application.

How to complete the chart:

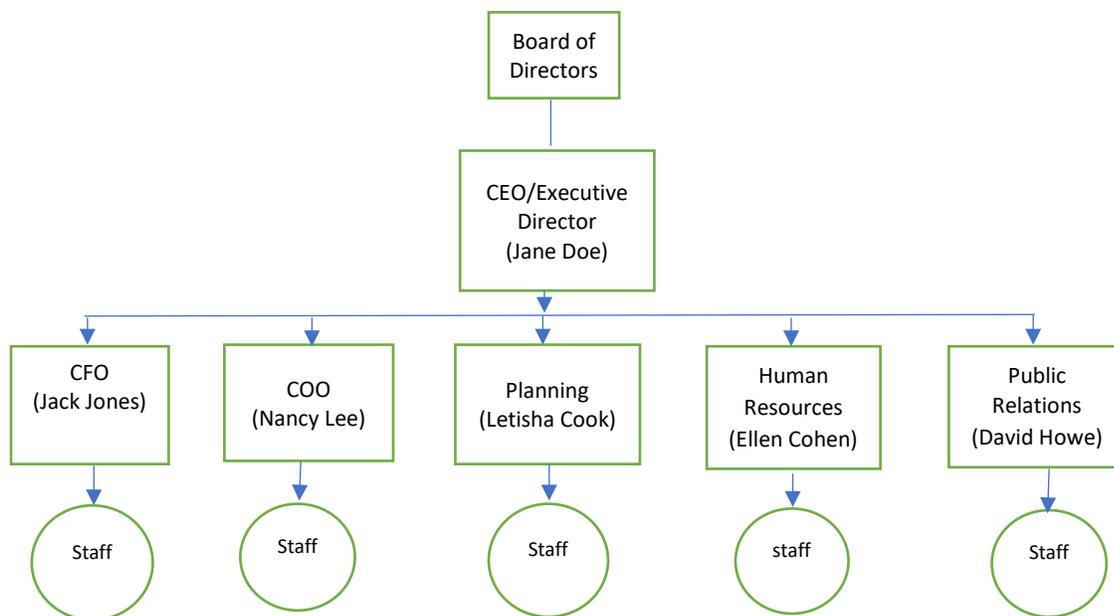
- *Column 1* contains the NAPIS Service codes for each of the proposed services.

- *Column 2* will list the projected number of service units that will be provided for each service.
- *Column 3* will list the dollars that you are requesting from NCAAA that will be directed towards the specific service.
- *Column 4* will contain the money (including the cash value of donated resources such as meals, meeting spaces, vehicles, etc.) from other Agency sources that will be used to support the particular service.
- *Column 5* is the sum of columns 3 and 4, reflecting the total expenditures for each proposed service.
- *Column 6* will contain the cost per unit service which is calculated by dividing the number in column 5 by the number of service units to be provided (from *Column 2*).

Appendix A2 – Organization Chart (required)

An example of an organization chart is shown below. In your chart, you should include the names of people occupying supervisory positions. This chart was constructed in Word using the Shapes option under the Insert tab.

Sample Organizational Chart



Further Instructions for Appendices (continued)

Appendix B1 – Certification of Non-Federal Match for Title III Project (required)

Complete this form. This form must include an original signature.

Appendix B2 – Standardized Assurances, Compliances and Conditions (required)

Complete this form. This form must include an original signature.

Appendix B3 – Accounting Systems Certification (required)

Complete this form. This form must include an original signature.

Appendix B4 – Facilities and Program Accessibility Survey (only required if services will be provided at Agency's place of business; otherwise enter N/A at top of form).

This survey only needs to be completed if services to seniors will be provided at an Agency's place of business. It examines the physical layout of a facility and possible impediments to safety particularly for older citizens. It should be completed by a local building inspector.

Appendix B5 – Certificate of Fire Safety (only required if services will be provided at Agency's place of business; otherwise enter N/A at top of form.)

This document only needs to be completed if services to seniors will be provided at an Agency's place of business. It certifies the location meets local fire safety standards. It must be completed by the town's Fire Marshall. We recognize that there may take some time to schedule an inspection by the Fire Marshall so this certification, if required, does not need to be submitted with the original application.

Appendix C1 – Agency Budget (required)

A summary of the entire agency budget showing totals for major line items, e.g., rent, personnel, utilities, equipment, supplies, travel, insurance, etc.

Appendix C2 – Most Recent Audit and/or Financial Statement (required)

A complete audit signed by the CPA with a letter of findings is preferred. If there has not been an audit in the last 3 years, please submit a financial statement of the most recent fiscal year's assessment of all expenditures.

Appendix C3 – List of Board of Directors (required)

Please include a list of your Board of Directors and identify the officers.

Appendix C4 – Bonding & Insurance Information (required)

A document prepared by an insurance agent/company detailing the insurance coverage provided.

Appendix C5 – Copy of 501c3 Certification (if applicable)

If you are a 501c3 organization, please attach a copy of your Determination Letter from the IRS.

Appendix C6 – Documentation of Federally Approved Indirect Cost Rate (If available)

Use this appendix for including documentation of your federally approved indirect cost rate. Many smaller agencies may not have obtained this. For more information see <https://www.councilofnonprofits.org/trends-policy-issues/new-omb-guidance-indirect-costs-what-it-does-and-why-it-matters>

Appendix D1 – FFY 2022 Project Budget – Summary Page (required)

Summary Page (Page D-1) – For each Cost Category, list all costs applicable to the project. Use whole dollar amounts only. The Project Budget must be mathematically accurate.

- a. Line Item 1 (Personnel): Enter all project personnel costs. Show only those personnel costs that support this project.
- b. Line Items 2 – 12 are self-explanatory.
- c. Line Item 13 (Equipment) -- List any real or tangible property costing \$500 or more in purchase or lease. All real and tangible property includes expendable and non-expendable property which has a useful life of more than one year. Equipment purchases with Title III funds are **strongly discouraged**.
- d. Line Item 14 (Contractual)--List all costs to be subcontracted to an outside agency or individual.
- e. Line Items 15 (Indirect Costs)—List the federally approved indirect cost rate or an estimate of expenses associated with administrative costs.
- f. Line 16 (Other)--List any other costs not already included.
- g. NCAAAA Funds--Enter the amount of Title III funds requested for each applicable category.
- h. Non-Federal Cash Match--Enter the amount of Non-Federal Cash matching funds to be provided for each applicable category. Include all other cash match, such as agency contributions, earned interest and/or proceeds from fund raising efforts. (Note: Community Development Block Grants are considered Non-Federal resources.)
- i. Non-Federal In Kind Match-- Enter the cash equivalent of in-kind services to be expended in each applicable category.
- j. Total Project Cost--Enter the total amount for each line item expense in the proposed budget.
- k. Total Cost--Total each column. The total listed in the Total Project Cost column, should equal the sum of the remaining columns.

1. Projected Client Contributions--List anticipated income to be derived from clients. Projected client contributions **cannot** be used to satisfy non-federal matching requirements to the project budget. Do **not** include client contributions as match within the project budget. (Note: All client contributions and general project income earned shall be spent in the year in which it is earned. If income is earned near the end of the fiscal year and the agency is unable to spend this income, it shall at least be spent before the expenditure of any Federal or State funds in the beginning of the next fiscal year.)

Appendix D2 – FFY 2022 Project Budget – Personnel Cost Explanation (required)

Personnel Cost Explanation (Page D-2)

- a. Position--Enter the title for each position in the proposed project.
- b. NCAAAA Funds--Enter the amount of NCAAAA Title III and State funds that will be used to support each position.
- c. Non-Federal Cash Match--Enter the total amount of non-federal cash that will be used to support each position.
- d. Non-Federal In Kind Match--Enter the total amount non-federal in-kind contributions that will be used to support each position.
- e. Total Cost--Total the amount of NCAAAA, Non-Federal Cash, and Non-Federal In Kind resources used to support each position in the proposed project.
- f. Explanation/Computation--For each position, enter the total salary amount used to support the project. Enter the hourly rate, hours per week, and the number of weeks for each position that supports this project. Also show for each position the percentage that the total project salary represents of the total salary. Enter the total fringe benefit amount for each position. Show the computation for each fringe benefit amount listed, identifying the percentage used to calculate each fringe benefit. (Note: NCAAAA will not pay fringe benefits at a rate that is higher than 25% of the total project salary. Matching funds must make up any difference.)
- g. Total Personnel Cost-- Total each column. These amounts should match the amounts listed on the Personnel Line Item on the Project Budget Summary Page.

Appendix D3 – FFY 2022 Project Budget – Explanation of all Other Costs (required)

Explanation of all Other Costs (Page D-3) – Show the computation for determining the costs listed in Line Items 2 – 15, as shown on the Project Budget Summary Page.

- a. Line Item 2 (Rent)--Indicate the amount of square footage and cost per square foot per year.
- b. Line Item 3 (Travel)--Explain how the cost was calculated; for example, the number of miles to be driven multiplied by the cost per mile.
- c. Line Item 4 (Audit)--Explain how the estimated cost was calculated.
- d. Line Item 5 (Utilities)--Show complete breakdown of all utilities and respective computations.
- e. Line Item 6 (Telephone)--Explain how cost of base rate and long distance were

calculated.

- f. Line Item 7 (Office Expenses)--This line item could include bank service charges, cost of stationery, check printing, and other related charges. Explain how costs were estimated.
- g. Line Item 8 (Postage)--Explain how estimated cost was calculated.
- h. Line Item 9 (Printing & Publication)--Explain how estimated cost was calculated.
- i. Line Item 10 (Supplies)--This line item can include consumable supplies. Explain how cost was calculated.
- j. Line Item 11 (Insurance)--List cost and purpose of relevant insurance policies.
- k. Line Item 12 (Repairs & Maintenance)--Show how estimated cost was calculated.
- l. Line Item 13 (Equipment)--List any real or tangible property costing \$500 or more in purchase or lease. All real and tangible property includes expendable and non-expendable property which has a useful life of more than one year. NCAAA **strongly discourages** the use of Title III funds for the purchase of equipment.
- m. Line Item 14 (Contractual)--Describe the costs to be subcontracted to an outside agency or individual. List each proposed subcontract separately, including the name of the subcontractor(s), and the type and amount of the service(s) to be provided under the subcontract.

- n. Line Items 15 (Indirect Costs)—the federal approved indirect cost rate or an estimate of expenses associated with administrative costs.
- o. Line Item 16 (Other)--Describe the purpose and cost of any items not included in other categories. **Note:** Funds being requested **cannot** be used to pay for “administrative overhead”. If necessary, project-related costs must be justified within the project budget or included in the indirect cost line item of the project budget. (i.e. percentage of personnel time, etc.).

Appendix D4 – FFY 2022 Project Budget – Title III Resource Summary (required)

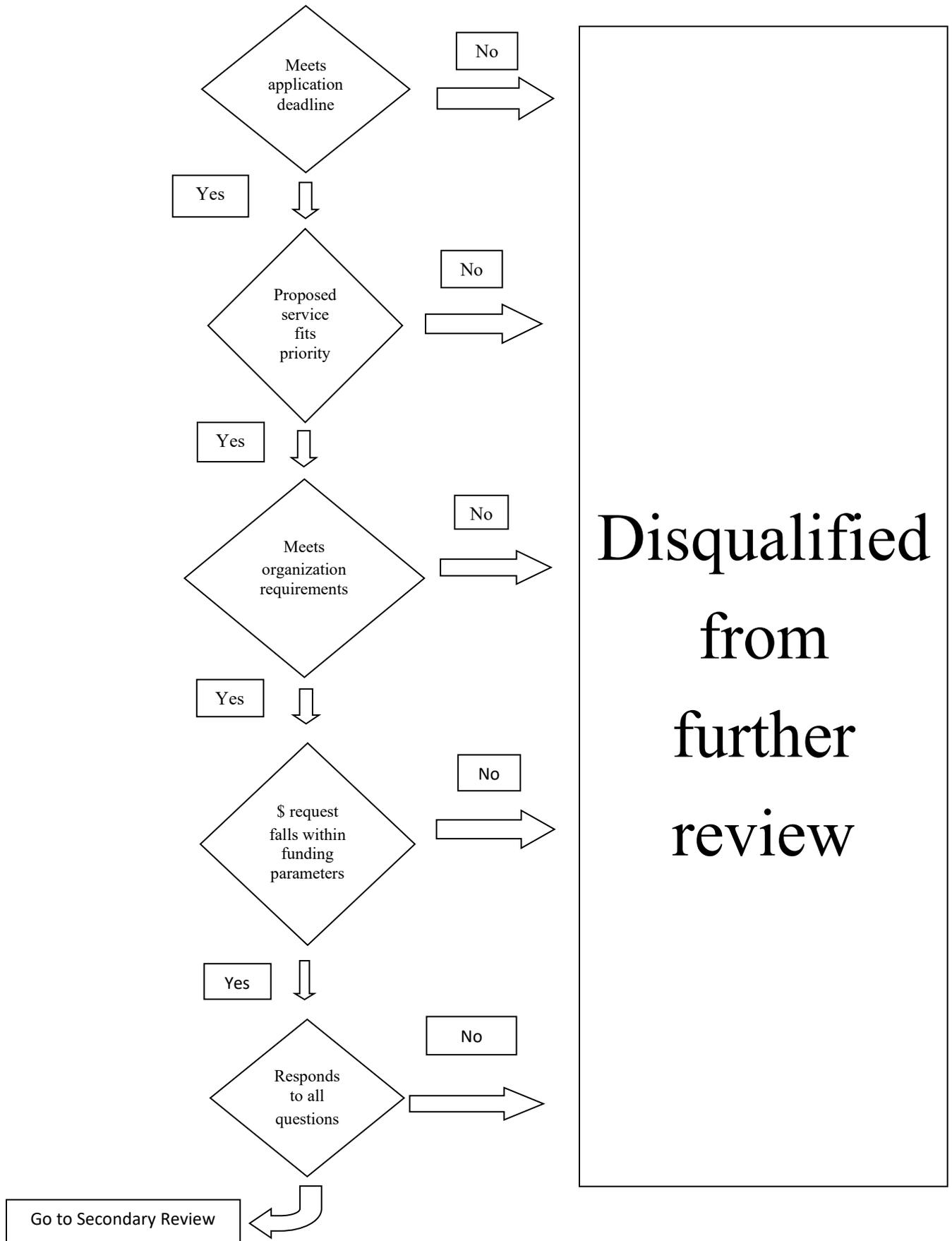
Non-Title III Resource Summary (Page D-4) – Enter the information requested on the form, delineating the amount and source of all Non-Title III Resources that will be used to support the proposed project.

- a. Non-Federal Cash Match funds must be categorized as coming from: municipalities, fundraising efforts, or “other” sources. “Other” sources must be specified. Note: Community Development Block Grants are considered Non-Federal resources.
- b. Estimate the amount of contributions expected to be received from program participants. Also specify the proposed suggested donation per unit of service (if applicable).

Our Grant Proposal Evaluation Process

The evaluation of Title III-B, Title III-D, and Title III-E grant proposals follows a two-stage review process consisting of an **Initial Review** and a **Secondary Review**. Given the intensity of the **Secondary Review** in terms of staff and volunteer time, our **Initial Review** eliminates from consideration those proposals that fail to meet certain minimum standards. The **Initial Review** is conducted by a small committee consisting of NCAA staff members and representatives of the Advisory Council. The decision matrix of the **Initial Review** is shown on the next page.

Decision Matrix of Initial Review



Further clarification of the above criteria (Chart D):

Chart D Initial Review Parameters	Further Explanation
Meets application deadline	Online application received by March 19, 2021
Proposed service fits within priority areas	See Cover Sheet questions 10 and 12
Meets organizational requirements	(1) Organization has existed for more than one year. (2) Organization is located within and proposes services within NCAAA 38 town region. (3) Organization has submitted all required documents as described in Appendices A1&A2, B1-B5, C1-C6, D1-D4 (see Charts B and C (p. 7-8) and description of Appendices (pp. 15-19) for more explanation of requirements.
Amount requested fits within funding parameters	See Chart A on page 5.
Responds to all questions	<u>All</u> questions should be answered. In some cases, your answer may be N/A (Not Applicable).

Grant proposals that pass the **Initial Review** then proceed to **Secondary Review** which is conducted by key staff of the Agency and the full Allocations Committee of the Advisory Council.

The secondary review is a comprehensive analysis of the nine major sections of the full grant application: (I) Project narrative, (II) Agency mission, history and structure, (III) Description of services to be provided, (IV) Description of staff providing service, (V) Resources, (VI) Evaluation of services, (VII) Sustainability, (VIII) Budget, and (IX) Appendices.

Each section is scored in accordance with scoring a rubric (shown on next page). Average total scores for each proposal are computed across all reviewers. The scores from the review become the basis for funding decisions.

Draft Scoring Rubric for Secondary Review

Narrative Summary (circle points awarded)

Does the narrative summary describe:	Yes	No
The service(s) to be delivered	3 pts	0 pts
The towns/areas that will be served	1 pt	0 pts
Evidence of need for service in targeted towns/areas	3 pts	0 pts
How service(s) impacts client's quality of life	3 pts	0 pts
Estimated number of clients in first year	1 pt	0 pts
Estimated number of service units to be provided in first year	1 pt	0 pts
How service would be evaluated	3 pt	0 pts
Overall clarity/quality of narrative summary (score 1 (low) to 5 (high))	1 2 3 4 5	
Total points for Narrative Summary (maximum = 20)		

Organizational Mission, Structure and History (circle points awarded)

Does this section:	Yes	No
List the organization's mission statement	2 pts	0 pts
Include an organizational chart showing the structure of the Organization	1 pt	0 pts
Brief history of the organization including*: Year founded	0.5 pt	0 pts
Changes in mission statement/service focus	0.5 pt	0 pts
Based on the information included in this section, do you think the proposed service fits within the organization's mission and structure? (Score 0 (no), 1 (yes))	0 1	
Total points for org. mission, etc. (maximum = 5)		

*The points in this section will be automatically included for municipalities

Description of Services to be provided (circle points awarded)

Does this section:	Yes	No
Describe the specific services that will be provided using NAPIS terms	2 pts	0 pts
Estimate the number of service units to be provided	1 pt	0 pts
Indicates the percent of the budget which will be allocated to each service	2 pts	0 pts
List the town(s)/area(s) that will be served	1 pt	0 pts
Indicate location(s) where service will be provided	2 pts	0 pts
Describe frequency of service	2 pts	0 pts
Present data/evidence showing need for service in the targeted location(s)	3 pts	0 pts
Identify how potential clients will be solicited – outreach & marketing app.	2 pts	0 pts
List demographic characteristics of projected clients for each service	1 pts	0 pts
Describe trends in service over past 3 years (if applicable)**	2 pts	0 pts
Describe how fees/donations for service will be collected	2 pts	0 pts
Overall quality of this section? (Score 1 (low) to 5 (high))	1 2 3 4 5	
Total points for service description (maximum = 25)		

**The points in this section will be automatically included for applicants who are beginning a new service

Description of Staff providing services (circle points awarded)

Does this section:	Yes	No
Indicate the number of people providing services	1 pts	0 pts
Describe the demographic background of these individuals	2 pts	0 pts
Discuss how the organization supervises the service providers	2 pts	0 pts
Describe the grievance process for clients who feel they have been denied service because of discrimination	1 pts	0 pts
Overall quality of service providers and supervision and grievance process? (Score 1 (low) to 4 (high))	1 2 3 4	
Total points for staff and supervision (maximum = 10)		

Description of evaluation processes (circle points awarded)

Does this section:	Yes	No
Discuss the desired impact of your service(s) on targeted individual's quality of life	2 pts	0 pts
Describe how client satisfaction data is collected	2 pts	0 pts
If applicable, summarizes previous satisfaction data**	2 pts	0 pts
Describes other data collected to assess client functioning	1 pt	0 pts
Overall quality of evaluation processes section (Score 1 (low) to 3 (high))	1 2 3	
Total points for evaluation processes (maximum = 10)		

**The points in this section will be automatically included for applicants who are beginning a new service

Sustainability planning (circle points awarded)

Does this section:	Yes	No
Indicate how many years the agency has received NCAAA funding for this service	1 pt	0 pts
Identifies formal and informal arrangements with nearby agencies to coordinate services and/or share resources	3 pts	0 pts
Identify any self-sustaining plans for the proposed services	3 pts	0 pts
Overall quality of sustainability planning section (Score 1 (low) to 3 (high))	1 2 3	
Total points for sustainability planning (maximum = 10)		

Budget information (circle points awarded)

Does this section:	Yes	No
Indicate the amount requested	3 pts	0 pts
Compute the cost of service per unit delivered considering all funding sources	4 pts	0 pts
Overall quality of budget section (Score 1 (low) to 3 (high))	1 2 3	
Total points for budget information (maximum = 10)		

Appendices section (circle points awarded)

Does this section:	Yes	No
Contain all required information	5 pts	0 pts
Total points for appendices section (maximum = 5)		

Previous experience with requesting agency¹

From past work with this agency, are there any concerns we should have about them, e.g., problems with completing paperwork, meeting projected client goals, site visits, etc.	No 5 pts	Yes 0 pts
Total points for past performance of agency (maximum = 5)		

¹Not based on response from application form

NAPIS Guide

The next 2 pages provide an alphabetical listing of the service terms for your convenience. The remaining pages, in numerical code order, provide the definition of the service term and one unit of service.

Service Term

Code

Abuse/ Neglect	932
Adult Day Care	107
Adult Foster Care	115
Assisted Transportation	113
Benefits Counseling	247
Benefits Education	699
Caregiver Support Groups	671
Caregiver Counseling	248
Caregiver Training	673
Case Management	135
Child Respite	675
Chore	101
Companion	103
Congregate Nutrition Education	695
Congregate Meals – Non-Participant	710
Congregate Meals – Eligible, No ID	712
Congregate Meals	585
Consumer Issues	979
Continuing Education	687
Dental Clinics	385
Direct Volunteer Services	853
Discrimination	959
Divorce/Separation	962
Elderly Services	100
Employment Assistance	109
Employment Counseling	249
Energy Assistance	944
Energy Related Assistance	111
Family Life Education	697

Financial Exploitation	933
Food Buying Club	587
Food Pantry	588
Food Stamps	924
Foot Care [Nurse-CHSP]	802
Foot Care [CHSP]	801
Friendly Visiting	117
General Assistance	925
Grandparent’s Rights	961
Health Counseling	252
Health Assessments	359
Health Screening/ Clinic	361
Health Education	685
Health Care Directives	911
Home Delivered Meals	583
Home Health Aide	363
Home Mental Health Counseling	254
Home Nutrition Education	696
Home Repair & Renovation	123
Home Share Enrollment	164
Home Share Match	163
Homemaker	119
Hospice	357
Housing Alternatives	155
Housing Counseling	251
Information & Assistance	124
Landlord/Tenant	941
Language Translation	125
Legal Assistance	127

Live-In Home Health Aide	364
Medicaid (Title XIX)	901
Medical Transportation	478
Medical Visit	167
Medicare/Medigap	902
Mental Health Counseling	253
Money Management	255
Nursing Home Issues	904
Nursing Visits	369
Nutrition Assessment	589
Nutrition Counseling	591
Other Autonomy/Planning	919
Other Benefits	929
Other Family Issues	969
Other Health/LTC	909
Other Housing/ Utilities	945
Other Protective Services	939
Outreach	131
Personal Emergency Response	137
Personal Reassurance	141
Personal Assistance Credits	154
Personal Care Aide [CHSP]	800
Powers of Attorney	914
Probate	913
Protective/Restraining Orders	931
Public Education	861
Public Housing	942
QMB/SLMB	903
Recreation	133
Respite	367
Senior Center Participation	149
Shopping Services	139
Social Security/SSI	921
Social Support Services	151
State Alzheimer's Adult Day Care	807
State Supplement	922
Supplemental Services	998
Temporary Inpatient Care –Institutional	365

Temporary Inpatient Care – Non-Institutional	366
Therapeutic Activity	377
Training	143
Transportation	477
Unemployment	926
Unspecified Social Services	999
Utilities	943
Veterans/Railroad Retirement	923
Volunteer Opportunities	153
Wasted Meals	714
Weatherization	145
Website Contact	863
Wills	912
Mental Health Screening and Referral	362

NAPIS SERVICE CODES AND DEFINITIONS

Code	Service	Definition	Unit
100	Elderly Services	This code is used in reports to indicate that services have been provided to participants but the type and units have not been recorded.	None Specified
101	Chore	Provision of assistance to persons experiencing difficulties with such activities as heavy housework, yard work, sidewalk maintenance, and minor home repairs.	One Hour
103	Companion	Service intended to provide company to a participant in a protective and supervisory capacity. It may include such home management activities as cooking and light housekeeping.	One Hour
107	Adult Day Care	Provision of personal care for dependent adults in a supervised, protective, congregate setting during some portion of a twenty-four-hour day. Services offered in conjunction with adult day care frequently include social and recreational activities, training, counseling, and meals for adult day care participants while at facility. Services such as rehabilitation, medications assistance, and personal care assistance, are also provided by some adult day care programs.	One Hour
109	Employment Assistance	Service designed to help participants locate and qualify for gainful employment.	One Contact
111	Energy Related Assistance	Service designed to furnish fuel and/or utilities to participants who are unable to purchase them at market price. Special arrangements are made with fuel and utility suppliers to reimburse them for the delivery of fuel or the provision of utilities at prices negotiated at or below the market price. The elderly participants or their families are expected to share costs at levels determined by their economic circumstances.	One Contact
113	Assisted Transportation	Provision of assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation. This definition replaces the service designation "ESCORT" formerly in use.	One One-Way Trip
115	Adult Foster Care	Service designed to provide a family atmosphere in a substitute family setting to safeguard the individual and avoid inappropriate institutional placement.	One Day
117	Friendly Visiting	A service in which volunteers visit on a regularly scheduled basis the homes of participants who live alone and are socially isolated and/or geographically isolated. It provides protection and socialization for the participants. The visitor helps the elderly participant maintain contact with the outside world by providing such service activities as letter writing and reading.	One Hour

119	Homemaker	A service designed to maintain, strengthen, and safeguard household functioning and independent living for participants who need either temporary assistance due to illness or long-	One Hour
		term assistance due to chronic disabling conditions. Homemakers perform home management functions. These functions may include cooking, cleaning, laundry, mending and other light household chores. Although similar to companion, the primary emphasis in homemaker service is on the performance of home management functions while the primary emphasis in companion service is on the provision of supervision and companionship.	
123	Home Repair & Renovation	Service designed to help participants make essential repairs to their homes either to restore them to their original condition or to make them safe by removing health hazards. Includes renovations designed to remove architectural barriers and provide structural improvements that will enable participants suffering from chronic disabling conditions to remain in their own homes.	One Hour
124	Information & Assistance	A service for older individuals that (A) provides the individuals with current information on opportunities and services available to the individuals in their communities, including information related to assistive technology; (B) assesses the problem and capacities of the individuals; (C) links the individuals to the opportunities and services that are available; (D) to the maximum extent practicable, ensures that the individuals receive the services needed by the individuals, and are aware of the opportunities available to the individuals, by establishing adequate follow-up procedures. Service may be reported for individual participants where possible or by using group identifiers where individual reporting is not practicable.	One Contact
125	Language Translation	Service designed to reduce barriers in communication so that the social functioning of participants who do not speak English can be assisted.	One Contact
127	Legal Assistance	Provision of legal advice, counseling, and representation by an attorney or other person acting under the supervision of an attorney. This code is to be used to indicate generic legal assistance. Specialized codes indicating the nature of the legal problem necessitating service are found in the 900 block of codes.	One Hour

131	Outreach	Interventions initiated by an agency or organization for the purpose of identifying individuals with unmet assistance needs and encouraging their use of existing services and benefits. This service includes both the initial contact and any follow-up contacts required to link the participant to appropriate services. This code is to be used both for Outreach, and the service definition "Outreach Follow-up" (147) formerly in use.	One Contact
133	Recreation	Service designed to promote health and social well-being by providing activities for social interaction and development of the participant in a group setting.	One Hour
135	Case Management	Assistance either in the form of access or care coordination in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions, or other characteristics which require provision of services by formal providers. Activities of case management include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment, as required. This service replaces the service definition "SAFEGUARDING" formerly in use.	One Hour
137	Personal Emergency Response	In home, twenty-four hour electronic alarm system which enables a high risk to secure help in a medical, physical, emotional, or environmental emergency.	One Month
139	Shopping Services	Service helps participants to obtain food and other basic necessities in the interest of safety and convenience. This service could involve taking the participant shopping if he/she is able to leave home or doing the shopping for participants who are not able to get out. Deference should be given to the participant's preferred merchants and to convenience.	One Hour
141	Personal Reassurance	Service provides telephone or personal contact at a prearranged time for participants who live alone. It ensures their health and safety, assures them that help is available if and when needed, and provides community contact over a sustained period of time. This service includes a mechanism to investigate if the participant does not answer the telephone or does not otherwise respond at the prearranged time.	One Contact
143	Training	Service enhances the effectiveness of those who are volunteering their service on behalf of a provider agency and ensures quality care and services. Training includes educational programs for participants seeking paid employment.	One Session

145	Weatherization	Service aids low-income participants by reducing the cost of heating or cooling their homes and/or by assuring them of adequate heat during the winter months. It utilizes various energy-saving techniques such as insulating and installing storm windows.	One Hour
149	Senior Center Participation	A service designed to create socialization opportunities and others that are difficult to differentiate or describe. These services are delivered on an as-needed basis by the center director, other professional or volunteer staff, or, in some instances, other participants. This category has been	One Half Day
		introduced to cover those services available to Senior Citizen Center members on an informal or unstructured basis. These services are not provided during specific time periods, in specially arranged sessions, or by specifically designated personnel.	
151	Social Support Services	Services which assist participant in adjusting to problems in their personal lives or living environment. They include guidance and assistance in such areas as personal adjustment; marital problems; alcohol or drug dependency, family relations and adjustment counseling. This service includes active intervention in the participant's social environment in order to assist the participant in producing an appropriate adjustment. This category covers generic or psychosocial adjustment counseling.	One Hour
153	Volunteer Opportunities	This category is included to allow the system to record work done by volunteers in projects covered by the system as well as to record the efforts of those specifically developed to offer participants the chance to experience meaningful social involvement through voluntary community service. This category can be used to record the number of hours of volunteer work contributed by the Area Agency and Nutrition Project Board members.	One Hour
154	Personal Assistance Credits	Volunteers provide personal assistance service such as transportation, grocery shopping, respite care and friendly visiting to older persons requiring this assistance to remain in the community. In return these volunteers are given credits, which may be used for similar services should they be required by the volunteers at some time in the future.	One Hour
155	Housing Alternatives	This category refers to new and creative efforts in the field of alternative living arrangements that cannot be classified as Foster Care, Day Care, or Home Share Match.	One Day
163	Home Share Match	This category refers to one elderly participant moving into a home that provides for the financial, emotional, physical and/or social well-being of both parties.	One Match

164	Home Share Enrollment	This category refers to any individual who has submitted an application/registration form for the Connecticut Home Share Program and/or has registered as a potential home sharer and seeks a home share match. The applicant has completed the housing counseling stage and has been given information about the Home Share Program.	One Enrollment
167	Medical Visit	Medical visits provide physician or nurse practitioner care either in the home or in a clinic setting.	One Visit
247	Benefits Counseling	This service helps the elderly in determining their eligibility for income maintenance or public assistance, assists in processing or filling out forms such as insurance, and teaches	One Hour
		about local, state and federal tax benefits or credits.	
248	Caregiver Counseling	This service helps participants caring for an older person and/or children in an individual setting make decisions and solve problems relating to their caregiving roles such as providing advice and instruction.	One Hour
249	Employment Counseling	This service assists the elderly in their adjustment to retirement through pre-retirement programs or a more crisis- oriented service for retirees. This service may also include advice about employment and enhancement of employability.	One Hour
251	Housing Counseling	This service is designed to assist the participant in obtaining housing. It also provides suggestions for the improvement of present living conditions.	One Hour
252	Health Counseling	Service designed to provide individuals with an awareness of preventative, remedial and/or rehabilitative self-health care focused on the particular needs of participating individuals.	One Hour
253	Mental Health Counseling	This service is designed to provide psychiatric care and counseling to persons in danger of institutionalization or who may have suffered significant losses, dementia, depressions, etc. Pharmaceutical therapy is available in addition to counseling when needed. A psychiatrist is available for home visits.	One Hour
254	Home Mental Health Counseling	This service is designed to provide psychiatric care and counseling in the home to persons in danger of institutionalization or who may have suffered significant losses, dementia, depression, etc. Pharmaceutical therapy is available in addition to counseling when needed.	One Hour
255	Money Management	This service provides assistance to persons whose ability to manage their own financial affairs is restricted by either impairment or lack of previous experience. This service can be provided by professionals or volunteers working under the supervision of qualified professionals.	One Hour

357	Hospice	This category refers to family and home oriented palliative care which focuses on emotional and psychological support for an understanding of the 60+ incurable disease victim. This care includes pharmaceutical services, bereavement counseling, volunteer visits, training and visits by social workers, counselors, and ancillary medical personnel.	One Hour
359	Health Assessments	Service designed to develop an individualized profile of participants' current health and the services required to maintain or improve their functioning. Service may be provided by a medical doctor or a diagnostically trained nurse practitioner or physician's assistant.	One Visit
361	Health Screening/ Clinic	Service is designed to promote and maintain community health by providing testing services for the assessment of a participant's health status and the determination of need for further health care.	One Visit
362	Mental Health Screening and Referral	Mental health or substance abuse self-management programs facilitated by case managers, social workers, or social service providers that may include: screening and assessment, education for clients and family caregivers, referral and linkages to appropriate health professionals, and behavioral activations. Services may include problem-solving treatment, social and physical activation, and follow-up phone calls.	One Session
363	Home Health Aide	Providing personal assistance, stand-by assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting, and transferring in and out of bed.	One Hour
364	Live-In Home Health Aide	Home health aide services that are provided on a live-in (day and night) basis. Services include personal assistance, standby assistance, supervision or cues for persons having difficulties with one or more of the activities of daily living: eating, dressing, bathing, toileting, and transferring. Aides are trained by licensed home health agencies and perform personal care functions under the supervision of a licensed health care practitioner. This service is intended to be used with the state funded Alzheimer's respite program. <u>If this service is funded under the Older Americans Act the service must be converted to hours for compatibility with Administration on Aging reporting requirements.</u>	One Day
365	Temporary Inpatient Care – Institutional	This service provides short-term inpatient respite care in an institutional setting. The service is usually provided in a nursing home and includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided.	One Day

366	Temporary Inpatient Care – Non-Institutional	This service is similar to service code 365 with the exception that it provides respite care in non-institutional settings such as residential care homes, assisted living communities, etc. The service includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided.	One Day
367	Respite	Service designed to provide temporary care to a participant requiring personal care assistance so that his or her at-home caregiver (usually a family member) can have a break. Respite can be provided in the home, long term care facility, or a day care facility.	One Hour
369	Nursing Visits	Service designed to provide part-time preventative, restorative and rehabilitative nursing care, including health education and counseling to participants who can be cared for at home.	¼ Hour
377	Therapeutic Activity	Service designed to provide participants with organized activities intended to improve their physical or emotional health.	One Hour
385	Dental Clinics	Clinic programs that offer dental screening and/or treatment.	One Visit
477	Transportation	Provision of a means of transportation for a person who requires help in going from one location to another, using a vehicle. Does not include any other activity. This definition has been expanded to include the designations “Demand Transportation for the Non-Ambulatory” (478) and “Fixed Route Transportation” (479) formerly in use.	One One-Way Trip
478	Medical Transportation	Specialized service to provide participants with transportation to and from destinations that provide medical services. May include assistive technologies for persons with mobility limitations.	One One-Way Trip

583	Home Delivered Meals	<p>Provision, to an eligible participant or other eligible recipient in the participant's place of residence, a meal which:</p> <ul style="list-style-type: none"> (a) complies with the Dietary Guidelines for Americans (published by the Secretaries of the Department of Health and Human Services and the United States Department of Agriculture); (b) provides, if one meal is served, a minimum of 33 and 1/3 percent of the current daily Recommended Dietary Allowances (RDA) as established by the Food and Nutrition Board of the National Research Council of the National Academy of Sciences; (c) provides, if two meals are served, a minimum of 66 and 2/3 percent of the current daily RDA; although there is no requirement regarding the percentage of the current daily RDA which and individual meal must provide, a second meal shall be balanced and proportional in calories and nutrients; and, (d) provides, if three meals are served, together, 100 percent of the current daily RDA; although there is no requirement as to the percentage of the current daily RDA which an individual meal must provide, a second and third meal shall be balanced and proportional in calories and nutrients. 	One Meal
587	Food Buying Club	A service that provides reduced costs in purchasing food through a group buying process. Pre-orders are taken, bulk purchase is made, packaging is performed by volunteers and distribution is made to participants.	One Contact
588	Food Pantry	A service that distributes contributed food to seniors at no cost to the participant. Participants may come to the pantry or the pantry may bring food to the participant.	One Distribution
589	Nutrition Assessment	Service Designed to develop and individualized profile of participants' current nutritional status and the measures required to overcome any deficiencies uncovered. Service must be provided by a dietitian registered with the American Dietetics Association or other health care professional with comparable training.	One Contact
591	Nutrition Counseling	Provision of individualized advice and guidance to individuals, who are at nutritional risk, because of their health or nutritional history, dietary intake, medications use or chronic illness, about options and methods for improving their nutritional status, performed by a health professional in accordance with state law and policy.	One Hour

671	Caregiver Support Groups	This service assists participants in adjusting to problems in their lives as they care for an older individual or child. They include guidance and assistance in such areas as personal adjustment, family relations, and guardianship. This service includes active group intervention in order to assist the participant in solving problems and making decisions.	One Session
673	Caregiver Training	This service enhances the skills of those who are caring for older individuals and/or grandparents/relatives caring for children. Training sessions may include, but are not limited to: medication management, child health, and instructions regarding how to assist with activities of daily living such as bathing and dressing.	One Session
675	Child Respite	Service designed to provide temporary care to a child 18 years of age and younger so that his or her at-home caregiver (grandparent or elderly relative) can have a short-term break. Respite can be provided in the home, campy or a daycare facility.	One Hour
685	Health Education	Service designed to provide individuals or groups of participants with an awareness of preventative, remedial and/or rehabilitative self-health care depending on the health needs of that particular individual/group.	One Session
687	Continuing Education	Service designed to provide the elderly with an opportunity to acquire and/or improve their knowledge and skills through a formal or informal mechanism of meetings, training sessions, seminars and workshops.	One Session
695	Congregate Nutrition Education	A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition education) to participants in a group setting overseen by a dietitian or individual of comparable expertise.	One Session
696	Home Nutrition Education	Personal contact with client or caretaker to provide instruction and encouragement for sound dietary practices.	One Contact
697	Family Life Education	This category is provided to cover those education or training programs that deal with family and individual adjustment. It provides participants with the skills required to cope with the psychological and societal problems spawned by advancing years.	One Session
699	Benefits Education	This category covers those educational programs designed to make the participants aware of government or nongovernment programs available to assist them in meeting their needs and solving their problems. These programs address the details of the services provided, eligibility requirements, and the places where the services are delivered.	One Session
710	Congregate Meals – Non-Participant	The congregate meals served to persons under the age of 60 who are not spouses of participants who are 60 years of age or older or otherwise eligible for the program, and meals served to staff and guests.	One Meal

712	Congregate Meals – Eligible, No ID	Meals served to participants for whom the site does not have an identifier. This category would include, for example, meals served to eligible participants who come for a special event but are not expected to eat at the site again. Volunteers under 60 years of age, could be included if permitted by AAA policy.	One Meal
714	Wasted Meals	This is the number showing the difference between the meals ordered and the meals served.	One Meal
800	Personal Care Aide [CHSP]	Assists the client with bathing, shampooing and drying hair, dressing and dental hygiene. A free initial assessment is included to determine the client's need and appropriateness for services.	One Visit
801	Foot Care [CHSP]	Routine foot care provided by a licensed cosmetologist in a client's home which includes soaking and lotioning of feet and trimming, filing and cleaning of toenails.	One Visit
802	Foot Care [Nurse-CHSP]	Routine foot care provided by a registered nurse in a client's home which includes soaking and lotioning of feet and trimming, filing and cleaning of toenails when there is a diagnosis of diabetes, vascular disease or when the client is on a blood thinner. A written physician's order is obtained and renewed every six months.	One Visit
807	State Alzheimer's Adult Day Care	State funded day care provides personal care, assistance in activities of daily living, and therapeutic services in a protective group setting to <u>State-Funded Alzheimer's participants</u> . These services may prevent the institutionalization of individuals with cognitive or physical impairments.	One Hour
853	Direct Volunteer Services	This code was established to record the total number of contacts between volunteers and elderly service participants in the community for a given period on a consolidated or group basis. It is used in those instances where the nature of the service provided by the volunteer is of such a diverse nature that it cannot be otherwise identified.	One Contact
861	Public Education	This category is included to cover activities undertaken to increase public awareness of problems or concerns facing the older populations and solutions to these problems. These activities may include public service announcements in the media, preparation of pamphlets, reports, presentations, seminars and newsletters. The target audience of these activities is the general population, and it is usually not possible to specify the number of participants with any degree of precision.	One Activity

863	Website Contact	Contact or “hit” on an Internet WEB site maintained by the Department of Social Services or a Department of Social Services contractor or grantee to provide the public with information on services or issues of concern to the older population.	One Contact
901	Medicaid (Title XIX)	Legal assistance on Medicaid related problems.	One Hour
902	Medicare/Medigap	Legal assistance on problems related to Medicare or Medicare supplement (Medigap) insurance.	One Hour
903	QMB/SLMB	Legal assistance with problems related to the Qualified Medicare Beneficiary (QMB) or Specified Low-income Medicare Beneficiary (SLMB) programs.	One Hour
904	Nursing Home Issues	Legal assistance with matters associated with nursing home placement or treatment.	One Hour
909	Other Health/LTC	Legal assistance with all other problems associated with health care or long-term care.	One Hour
911	Health Care Directives	Legal assistance with advanced directives, living wills, and related issues.	One Hour
912	Wills	Legal assistance with wills.	One Hour
913	Probate	Legal assistance with matters related to probate court.	One Hour
914	Powers of Attorney	Legal assistance with matters related to powers of attorney.	One Hour
919	Other Autonomy/ Planning	Legal assistance with all other matters related to personal autonomy, elder rights, and planning for future crisis.	One Hour
921	Social Security/SSI	Legal assistance with problems related to Social Security or SSI eligibility or benefits.	One Hour
922	State Supplement	Legal assistance with problems related to State Supplement eligibility or benefits.	One Hour

923	Veterans/Railroad Retirement	Legal assistance with problems related to veterans, Railroad Retirement system, or other public retirement systems benefit.	One Hour
924	Food Stamps	Legal assistance with problems related to Food Stamp eligibility or benefits.	One Hour
925	General Assistance	Legal assistance related to General Assistance eligibility or benefits.	One Hour
926	Unemployment	Legal assistance related to Unemployment eligibility or benefits.	One Hour
929	Other Benefits	Legal assistance related to problems with eligibility or benefits from other public programs.	One Hour
931	Protective/Restraining Orders	Legal assistance with restraining orders and other protective measures.	One Hour
932	Abuse/ Neglect	Legal assistance with problems relating to abuse or neglect by others.	One Hour
933	Financial Exploitation	Legal assistance with programs relating to financial exploitation.	One Hour
939	Other Protective Services	Legal assistance with other protective service related issues.	One Hour
941	Landlord/Tenant	Legal assistance with disputes between landlords and tenants.	One Hour
942	Public Housing	Legal assistance with problems involving public housing.	One Hour
943	Utilities	Legal assistance with problems involving utilities.	One Hour
944	Energy Assistance	Legal assistance with problems related to heating and cooling costs or assistance.	One Hour
945	Other Housing/Utilities	Legal assistance with other problems involving housing or shelter costs.	One Hour
959	Discrimination	Legal assistance with problems involving discrimination.	One Hour
961	Grandparent's Rights	Legal assistance with problems related to grandparent's rights.	One Hour
962	Divorce/Separation	Legal assistance with divorce, annulment, or separation.	One Hour
969	Other Family Issues	Legal assistance with all other family related problems.	One Hour
979	Consumer Issues	Legal assistance with problems related to consumer complaints or other related issues.	One Hour
998	Supplemental Services	Services provided to eligible family caregivers to sustain or enhance their ability to provide care for older family members and/or dependent children. It is to be reported in terms of the dollar value of the services provided. AoA-PI01-02 defines this category as "other services, as defined by states, to support the needs of caregivers."	One Dollar
999	Unspecified Social Services	This code is used in target forms and certain reports to identify participants of services funded under Title III-B, D, and F of the Older Americans Act without specifying the particular service they received.	None Specified