

ADMINISTRATIVE SUBCONTRACT REQUIREMENTS

1. A AAA providing direct services, AAA subcontractor, or third party, utilizing Area Plan funding shall comply with all federal, State, and local laws and policies.
2. Funds provided under this contract shall not be utilized in a manner, which would contravene the Establishment Clause of the First Amendment of the United States Constitution. Specifically, these conditions are as follows:
 - a) In no event shall the provision of the services to be funded under this agreement be conditioned upon attendance at or participation in religious programs, services, or activities;
 - b) Any services to be provided under this agreement shall be essentially secular in nature and scope and in no event shall there be any religious services, counseling, proselytizing, instruction, or other religious influence undertaken in connection with the provision of such services; and
 - c) Funds provided under this contract shall not be used for the construction, rehabilitation, or restoration of any facility owned by a religious organization and used, now or in the future, for any religious activity or purpose.
3. **OAA § 306(a)(4)(A)(ii)(I)**; 42 U.S.C.A. § 3026(a)(4)(A)(ii)(I): *provider will specify how the provider intends to satisfy the service needs of low-income, minority individuals, **older individuals with limited English proficiency**, and older individuals residing in rural areas in the area served by the provider.*
4. **OAA § 306(a)(4)(A)(ii)(II)**; 42 U.S.C.A. § 3026(a)(4)(A)(ii)(II): *provider will to the maximum extent feasible; provide services to low-income minority individuals, **older individuals with limited English proficiency**, and older individuals residing in rural areas in accordance with their need for such services.*
5. **OAA § 306(a)(4)(A)(ii)(III)**; 42 U.S.C.A. § 3026 (a)(4)(A)(ii)(III): *provider will meet specific objectives established by the area agency on aging, for providing services to low-income minority individuals, **older individuals with limited English proficiency**, and older individuals residing in the planning and service area.*
6. Each agreement made with a nongovernmental entity shall include the assurance that all sources and expenditure of funds such agency receives or expends to provide services to older individuals will be disclosed to DoAS or the Commissioner for the Department of Human Services upon request.

7. At the discretion of the AAA, Subcontract language for agencies funded through the APC who are providing NAPIS registered services, and who have been identified by the AAA to have SAMS licenses for client management, should also contain this language as a requirement of receiving funding.
 - a. Provider agency will use SAMS for all APC data reporting and client tracking as directed by the AAA.
 - b. If applicable, an ADRC partner will use SAMS for intake, screening individuals for community services, recording service delivery, client characteristics and managing the activities of the ADRC business process.
 - c. Sub-grantees or third parties having access to SAMS will comply with DoAS confidentiality provisions.
8. In addition to any applicable HIPAA requirements, if required by law, or requested by DoAS, the sub-grantee or third party, or individuals working for or with a sub-grantee or third party shall maintain the confidentiality of each participant's personal and confidential information and shall not disclose such information except where disclosure is consistent with applicable DoAS rules and policies, and the disclosure is to the Participant, to the Participant's legal representative, to a party upon the informed written consent of the Participant or the Participant's legal representative, to a party pursuant to a court order, or if disclosure is for program monitoring by authorized federal, State or local monitoring agencies.
9. Each sub-grantee shall have a business continuity plan that will be activated in the event of a disaster/state of emergency. The plan shall address ways in which critical services are maintained for the participant and a description of the methods to be used for communication about service continuation.
10. Each subgrantee shall require all employees to fill out grant allocation timesheets for personnel allocation purposes.

Middlesex County Office of Aging & Disabled Services RFP, Contract Awarding Process

Request for Funding proposal applications are sought by way of a public notice published in the newspaper. All organizations, which respond to this notice, are directed to the office website to access the Application packet.

Current grantees are also informed, via written letter, of the availability of the application packet on the Office of Aging & Disabled Services website.

All parties have twenty days from the date the notice appears in the newspaper to return their completed RFP application. Parties, which do not return their completed RFP by this due date, are disqualified from consideration.

RFP application proposals are then submitted to an impartial and independent five member RFP panel, which rates each RFP application on a number of factors using a standardized RFP rating system.

The RFP panel recommends the acceptance or rejection of a RFP application. The panel also recommends whether a grant should be increased, decreased, or remains at the same funding level.

With the use of the panel's recommendations, the Director of the Office of Aging & Disabled Services makes the final decisions of RFP applications using the same standardized RFP rating system as the panel uses.

Applicant agencies whose RFP application has been rejected have the right to appeal the decision of the RFP panel and the Middlesex County Office of Aging & Disabled Services. Appeals must be made within five working days of receipt of their rejection letter to the Director, Office of Aging & Disabled Services.

MIDDLESEX COUNTY OFFICE OF AGING & DISABLED SERVICES
APPEALS POLICY AND PROCESS

Applicant agencies have the right to appeal the decision of the Request for Funding Proposal Panel and the Middlesex County Office of Aging & Disabled Services concerning their proposal. To insure a uniform and equitable means of applying the appeal policy, the following guidelines shall dictate its initiation.

- 1) You have the right to appeal on a “Procedural Basis” if:
 - A) Request for Funding Proposals (RFPs) were not advertised; the time frame between the announcement of RFP bids and submission to the Middlesex County Office of Aging & Disabled Services was not sufficient enough for the applicant to prepare their Request for Funding Proposal; or, if the application requirements, service priorities, and initiatives were not adequately requested.
 - B) A charge of Conflict of Interest may be justified against a panel member.
- 2) You have the right to appeal on a “Non-Procedural Basis” if:
 - A) New information has become available which would have, if known during the Panel’s deliberations, served to alter the Panel’s deliberations, or served to alter the Panel’s recommendations.
- 3) If Your Agency Chooses to Appeal, Your Executive Director and/or Chief Operating Officer Must:
 - A) Within five (5) working days of receipt of this notice and its accompanying letter, contact the Director of the Middlesex County Office of Aging & Disabled Services (75 Bayard St, 5th Floor, New Brunswick, NJ 08901) to formally institute an appeal stating the grounds by which such an appeal is to be initiated.
 - B) Be aware that your Executive Director/Chief Operating Officer will at the convenience of the Director of the Office of Aging & Disabled Services and the Panel, be expected to personally appear to present the Agency’s case.
 - C) The panel will recommend what action is to be taken on an appeal based on the information presented at the appeal hearing. The Office of Aging & Disabled Services will be responsible for carrying out this recommendation. Every effort will be made to produce a timely outcome.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF TITLE III PROGRAMS

EFFECTIVE SEPTEMBER 1, 2007

SECTION F - COST PRINCIPLES - DEFINITIONS

**Reference: OMB Circular A-87-"Cost Principles for State, Local, and Indian Tribal Governments"
Older Americans Act
AAA Administration Policy Memo 89-10, III-8, "Indirect Costs"
AAA Administration Policy Memo 2002-13, III-11, "USDA Revised Reporting Procedures"**

Direct costs - Those costs that can be identified specifically with a particular cost objective. These costs may be charged directly to grants, contracts, or to other programs against which costs are finally lodged.

Indirect costs - Those costs incurred for a common or joint purpose benefiting more than one cost objective and not readily assignable to the cost objectives specifically benefited, without effort disproportionate to the results achieved. Indirect costs may be charged in accordance with the State Unit on Aging Policy Memorandum 89-10, III-8 dated July 21, 1989.

1) PERSONNEL

a) Compensation for personnel services

Compensation for personnel services includes all remuneration, paid currently or accrued, for services rendered during the period of performance under the contract, including but not necessarily limited to wages, salaries, and supplementary compensation and fringe benefits. The cost of such compensation is allowable to the extent that total compensation for individual employees is reasonable for the services rendered, follows an appointment made in accordance with State or local government laws and rules, meets Federal merit system or other requirements, where applicable; and is determined and supported as provided below.

Compensation for employees engaged in federally assisted activities will be considered reasonable to the extent that it is consistent with that paid for similar work in other activities of the Older Americans Act and related funding. In cases where the kinds of employees required for the Older Americans Act assisted activities are not found in the other activities of the State or local government, compensation will be considered reasonable to the extent that it is comparable to that paid for similar work in the labor market.

b) Payroll and distribution of time

Amounts charged to Older Americans Act programs for salaries and wages, regardless of whether treated as direct or indirect costs, will be based on **payrolls documented and approved** in accordance with generally accepted practice of the State or local agency. Time and attendance or equivalent records must support payrolls for individual employees. Appropriate time distribution records will support salaries and wages of employees chargeable to more than one grant program or other cost objective. The method used should produce an equitable distribution of time and effort.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF TITLE III PROGRAMS

EFFECTIVE SEPTEMBER 1, 2007

SECTION F - COST PRINCIPLES - DEFINITIONS (CONT.)

c) Employee fringe benefits

Costs identified are allowable to the extent that total compensation for employees is reasonable. Employee benefits in the form of regular compensation paid to employee during periods of authorized absences from the job, such as for annual leave, sick leave, court leave, military leave, and the like, are allowable if they are provided pursuant to an approved leave policy, and the cost thereof is equitably allocated to all related activities including Older Americans Act programs.

Employees benefits are allowable in the form of employer's contribution or expenses for social security, employees' life and health insurance, pension plans, severance pay, and the like, provided such benefits are granted under approved plans and are distributed equitably to Older Americans Act programs and to other activities.

2) CONTRACT AND CONSULTANT

The cost of professional services rendered by individuals or organizations, not a part of the Area Agency on Aging staff, is allowable subject to such prior authorization as may be required by the Division.

3) TRAVEL

Travel costs are allowable for expenses for transportation, lodging, subsistence, and related items incurred by employees who are in travel status on official business related to the Older Americans Act program. Such costs may be charged on an actual cost basis, on a per diem or mileage basis in lieu of actual costs incurred, or on a combination of the two, provided the method used is applied to an entire trip, and results in charges consistent with those normally allowed in like circumstances in non-federally sponsored activities.

4) FOOD

Food costs include all raw food costs and consumable products purchased which directly relate to the delivery of meals to an eligible participant under Older Americans Act and related funding. Food costs also include food prepared and delivered under a separate meal provider contract. **The meal must meet all eligibility criteria** as listed below.

The meal must meet one-third of the RDA, be served to an "eligible individual," any person age 60 and over and his/her spouse, and be served by an agency which is under the jurisdiction and control, management, and authority of the Area Agency on Aging or the State Unit on Aging

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF TITLE III PROGRAMS

EFFECTIVE SEPTEMBER 1, 2007

SECTION F - COST PRINCIPLES - DEFINITIONS (CONT.)

5) BUILDING SPACE

- a) Building space and related facilities - Allowable with approval of grantor agency.

The cost of space procured under such arrangements is allowable when specifically approved by the State Unit on Aging.

The cost of space in privately or publicly owned buildings used for the benefit of the Older Americans Act program is allowable subject to the conditions stated below. The total cost of space, whether in a private or publicly owned building, may not exceed the rental cost of comparable space and facilities in a privately owned building in the same locality. The cost of space procured for Older Americans Act program usage may not be charged to the program for periods of non-occupancy, without authorization of the State Unit on Aging

- b) **Rental Cost**

The rental cost of space in a privately owned building is allowable.

- c) **Maintenance and Operation**

The cost of utilities, insurance, security, janitorial services, elevator service, upkeep of grounds, normal repairs and alterations and the like, are allowable to the extent they are not otherwise included in rental or other charges for space.

6) PRINTING AND OFFICE SUPPLIES

- a) **Materials and Supplies**

The cost of supplies and materials necessary to carry out the Older Americans Act programs are allowable. Purchases made specifically for the Older Americans Act program should be charged thereto at their actual prices after deducting all cash discounts, trade discounts, rebates, and allowances received by the grantee. Withdrawals from general stores or stockrooms should be charged at cost under any recognized method of pricing consistently applied. Incoming transportation charges are a proper part of material cost.

- b) **Printing and Reproduction**

Cost for printing and reproduction services necessary for Older Americans Act program administration, including but not limited to forms, reports, manuals, and informational literature are allowable. Publication costs of reports or other media relating to Older Americans Act program accomplishments or results are allowable when provided in the contract/grant agreement.

MCNIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF TITLE III PROGRAMS

EFFECTIVE SEPTEMBER 1, 2007

SECTION F - COST PRINCIPLES - DEFINITIONS (CONT.)

7) EQUIPMENT

a) Capital Expenditures

OMB circular A-87, Attachment B, Section 19a. (1) defines a capital expenditure as the cost of an asset including the cost to put it in place. The cost of equipment, other capital assets, and repairs that materially increase the value or useful life of capital assets is allowable when the State Unit on Aging specifically approves such procurement. When assets acquired with Older Americans Act funds are sold, or are no longer available for purposes authorized by the Older Americans Act, the equity in the asset will be refunded to the Area Plan Contract in the same proportion as federal and matching participation in its cost. In case any assets are traded for new items, only the net cost of the newly acquired assets is an allowable expense.

b) Automatic Data Processing-Allowable with approval of grantor agency

The cost of data processing services to Older Americans Act programs is allowable. This cost may include rental of equipment. The acquisition of equipment, whether by outright purchase, rental purchase agreement or other method of purchase is allowable only upon specific prior approval of the State Unit on Aging as provided under the New Jersey Division on Aging Policies and Procedures for capital expenditures. Unapproved expenditures in this category may be disallowed.

c) Other Equipment

This would include other less expensive (under \$250) equipment purchased that is not specifically defined above.

8) OTHER

a) Advertising

Advertising media includes newspapers, magazines, radio and television programs, direct mail, trade papers, and the like. The advertising costs allowable are those that are solely for:

1. Recruitment of personnel required for the Older Americans Act program, or
2. Solicitation of bids and/or proposals for the procurement of goods and services required for Older Americans Act programs, or
3. Disposal of scrap or surplus materials acquired in the performance of the Older Americans Act program agreement, or
4. Other purposes specifically provided for the Older Americans Act program agreement.

b) Advisory Councils

Costs incurred by Area Agency advisory councils/committees established pursuant to Older Americans Act requirements to carry out Older Americans Act programs are allowable. Expenses for sub-committees to individual service projects are not allowed, unless this sub-committee is part of the Area Agency Advisory Council. The costs are allowable only when provided for in the Older Americans Act administrative contract/letter of agreement. Travel of the Advisory Council is to be included in the "Travel" section of the approved budget.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF TITLE III PROGRAMS

EFFECTIVE SEPTEMBER 1, 2007

SECTION F - COST PRINCIPLES - DEFINITIONS (CONT.)

c) Accounting

The cost of establishing and maintaining accounting and other information systems required for the management of Older Americans Act programs is allowable.

d) Communications

Communication costs incurred for telephone calls or service, telegraph, teletype service, centrex, postage, courier service, fax, TTY, cell phone, e-mail, language line, PDA, JAWS and similar expenses are allowable.

e) Exhibits

Costs of exhibits relating specifically to the Older Americans Act program are allowable.

f) Legal Expenses

The cost of legal expenses required in the administration of Older Americans Act programs is allowable.

g) Maintenance and Repair

Costs incurred for maintenance, repair or upkeep of property that keeps it in an efficient operating condition are allowable. Expenditures that add to the permanent value of property or appreciably prolong its intended life shall be treated as capital expenditures as outlined in Section F, 7 above.

h) Meetings and Conferences

Costs are allowable when the primary purpose of the meeting is the dissemination of technical information relating to Older Americans Act programs and they are consistent with regular practices followed for other activities of Older Americans Act programs.

i) Membership

The cost of membership in civic, business, technical and professional organizations is allowable provided the benefit from the membership is related to the Older Americans Act program, the expenditure is for agency not individual membership, the cost of the membership is related to the value of the services or benefits received by the Older Americans Act program, and the expenditure is not for membership in an organization that devotes a substantial part of its activities to influencing legislation.

j) Publications

The cost of books and subscriptions to civic, business, professional, and technical periodicals is allowable when related to the Older Americans Act program.

k) Training and Education

The cost of in-service training customarily provided for employee development that directly or indirectly benefits Older Americans Act programs is allowable. Out-of-service training involving extended periods of time is allowable only when specifically authorized by the State Unit on Aging.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF TITLE III PROGRAMS

EFFECTIVE SEPTEMBER 1, 2007

SECTION F - COST PRINCIPLES - DEFINITIONS (CONT.)

9) CREDITS

a) Participant Income

Section 310 of the Older Americans Act provides that all services coming under the Older Americans Act and related funds have provisions allowing participants to voluntarily contribute to the cost of the service. Such contributions shall be encouraged for individuals whose self-declared income is greater than 185% of the poverty line, at contribution levels based on the actual cost of services. Contributions are to be used to supplement (not supplant) funds received under this act. Although it is not mandatory, participants must be given the opportunity to contribute. All income that is realized from participant contributions is to be included in this category.

b) Other Income

This category is to be used when reporting program income other than participant contributions. The source of such income is to be identified within the service provider's grant/contract, inter-agency agreement, or letter of agreement.

c) Nutrition Service Incentive Program (N.S.I.P.)

Each year, AAAs receive an allocation of funds under the N.S.I.P. program. This allocation is to be used to offset costs for meal programs administered by the Area Agency on Aging. Specific procedures on N.S.I.P. funding are outlined in Section S of this policy memo as well as Policy Memo 2002-13, III-11.

MINIMUM STANDARDS FOR FINANCIAL MANAGEMENT OF TITLE III PROGRAMS

EFFECTIVE SEPTEMBER 1, 2007

SECTION G - COST PRINCIPLES - UNALLOWED COSTS

**Reference: OMB Circular A-87, Attachment B-"Selected Items of Cost"
Older Americans Act**

The following are examples of unallowed costs under the Area Plan Contract:

1) Bad Debts

Any losses arising from uncollectible accounts and other claims, and related costs, are unallowable.

2) Contingencies

Contributions to a contingency reserve or any similar provision made for unforeseen events are unallowable.

3) Entertainment

Costs of amusements, social activities, and incidental costs relating thereto, such as meals, tickets to shows, beverages, lodgings, rentals, transportation, and gratuities, are unallowable. This does not apply to "socialization/recreation" activities for the elderly as referred to in the Older Americans Act.

4) Fines and Penalties

Costs resulting from violations of, or failure to comply with Federal, State and local laws and regulations are unallowable.

5) Fund Raising

Costs of organized fund raising, including financial campaigns, solicitation of gifts and bequests, and similar expenses incurred to raise capital or obtain contributions are unallowable, regardless of the purpose for which the funds will be used.

6) Interest and Other Financial Costs

Interest on borrowings (however represented), bond discounts, cost of financing and refinancing operations, and legal and professional fees paid in connection therewith are unallowable except when authorized by Federal legislation.

7) Non-Older Americans Act Related Expenses

Any expenses incurred that are not related to activities as defined in the Older Americans Act are unallowable.

8) Under Recovery of Costs Under Older Americans Act Agreements

Any excess of cost over the Federal contribution under one award agreement are unallowable under other award agreements.

Targeting Information – Census & Poverty

	<u># Seniors</u> <u>60+</u>	<u># Seniors</u> <u>65+</u>	<u>% Seniors</u> <u>65+</u> <u>Below</u> <u>Poverty</u>	<u>%</u> <u>Minority</u> <u>60+</u>	<u>%</u> <u>Minority</u> <u>65+</u>
Carteret	3452	2457	11.5%	36%	32%
Cranbury	887	642	0.0%	13%	14%
Dunellen	1027	699	9.5%	19%	18%
East Brunswick	9203	6422	6.4%	22%	21%
Edison	17994	12625	6.3%	35%	32%
Helmetta	337	210	3.2%	14%	10%
Highland Park	2294	1619	8.8%	17%	16%
Jamesburg	755	501	8.8%	20%	21%
Metuchen	2711	1879	5.7%	18%	17%
Middlesex	2624	1883	4.6%	13%	11%
Milltown	1427	1023	5.3%	6%	5%
Monroe	16621	13626	4.4%	9%	8%
New Brunswick	3994	2853	16.9%	60%	56%
North Brunswick	5781	3780	5.3%	36%	33%
Old Bridge	11671	7940	6.6%	22%	21%
Perth Amboy	6776	4704	15.2%	68%	65%
Piscataway	8105	5435	4.5%	50%	47%

Plainsboro	2610	1721	4.0%	37%	36%
Sayreville	7462	5186	4.6%	21%	19%
South Amboy	1463	976	5.5%	11%	10%
South Brunswick	6099	4068	5.6%	34%	34%
South Plainfield	3301	3165	2.5%	26%	25%
South River	2628	1893	10.1%	15%	13%
Spotswood	2008	1564	6.4%	10%	10%
Woodbridge	17797	12591	6.6%	27%	24%

State of New Jersey
Department of **Human** Services
Division of Aging Services

2013 Service Taxonomy

Office of AAA Administration
Tina Zsenak, AAA Administrator
August 17, 2012

SERVICE: INFORMATION & ASSISTANCE

CODE: 101

CATEGORY: Access

DEFINITION:

The provision of specific information or assistance to or on behalf of individuals, regardless of income, with information on services available within the communities; links individuals to the services and opportunities that are available within the communities; and to the maximum extent practicable, establishes adequate follow-up procedures.

UNIT: Each contact

COMPONENTS: Service activities should include:

- Brief intake regarding the specific needs.
- Utilization of the Information & Assistance component of statewide computerized tool.
- Direct provision of information that responds to the individual's immediate expressed needs.
- Linkage with appropriate service providers to ensure necessary services can and will be provided.
- Follow-up activities conducted with individuals and/or agencies to determine whether services have been received and the identified need has been met following the formal referral.
- Assistance with completion of applications for any public benefits program. Includes direct intervention and/or negotiation on behalf of an individual to obtain an entitlement, benefit or needed service.
- Maintaining records, preparing reports, and other administrative efforts necessary to provide Information and Assistance services. The Information and Assistance Specialist shall enter the unit of Information and Assistance service delivery directly within the Call Summary. Call Topics and ADRC Outcomes shall also be documented.

NOTE: Provision of information through the use of mass media, such as newsletters, media spots, group presentations, etc., while important, is not to be

counted as Information and Assistance contacts. This information is to be counted as Public Awareness / Information.

STANDARDS: Information and Assistance services must meet or exceed the following standards:

1. The ADRC/AAA shall provide Information and Assistance services at locations that are:
 - Sufficient in number to ensure that all individuals, within the planning and service area have reasonably convenient access.
 - Sufficient in space to ensure comfort and confidentiality.
 - Accessible to individuals with disabilities.
2. Information can be provided in person, via telephone, mail, or through e-mail access. Internet web site "hits" are to be counted only if information is requested and supplied by the agency.
3. Services may be provided in homes and/or at other community locations. Where service is provided in a home, staff must display an appropriate form of agency identification.
4. In areas in which a significant number of individuals do not speak English as their principal language, the service provider should provide Information and Assistance services in the language spoken by the individuals.
5. A provider of Information and Assistance services must maintain current information on opportunities and services available to individuals as appropriate, and maintain waiting lists of individuals in need of services that are not currently available.
6. If an individual is requesting a service that is not offered, the provider of Information and Assistance services will maintain a list for future planning needs.
7. Individuals who appear to have multiple needs are referred for a formal evaluation process to determine the most appropriate referral.
8. An Information and Assistance provider shall employ a trained I&R staff that is sufficient in number to responsibly carry out their duties.
9. An Information and Assistance provider shall adhere to the training policy promoted by the State Unit on Aging, thus ensuring that their Information and Assistance staff is trained, competent and qualified to effectively perform the Information and Assistance function.
10. A provider of Information and Assistance shall report a unit of service according to state established reporting procedures.

SERVICE: **OUTREACH**

CODE: 104

CATEGORY: Access

DEFINITION: A service, initiated by the service provider designed to locate and identify specific older persons or their caregivers in need of specific service(s), and is conducted to encourage and assist older persons to utilize a particular benefits and/or programs available to them.

UNIT: Each initial or follow-up contact

COMPONENTS: Service activities include:

- Identifying areas where older persons may reside who may be in need of specific services.
- Use of Info-Vans, going door-to-door in targeted areas or contacting older persons whose names have been solicited from community resources, to inform them of a particular program that is available to meet their need. Encouraging the older person to utilize the service.
- Initiating a follow-up contact in case the older person requires additional information and/or encouragement.
- Maintaining records, preparing reports, and other administrative efforts necessary to provide Outreach services.

NOTE: Provision of Outreach through the use of mass media, such as newsletters, media spots, group presentations, etc., while important, is not to be counted as outreach contacts.

STANDARDS: Outreach services should meet or exceed the following standards:

- I. In areas in which a significant number of older persons do not speak English as their principal language, the service provider should provide Outreach in the language spoken by the older persons.

2. An Outreach provider must employ a trained paid or volunteer staff that shall be competent, qualified, and sufficient in number to implement the service objectives of Outreach.
3. When Outreach contact is made at a client's home, staff shall display an appropriate form of agency identification.
4. Consistent and uniform intake procedures and records shall be utilized for Outreach programs within each planning and service area.
5. Older persons who appear to have multiple problems and require extended assistance should be referred to a program that can provide such assistance, such as a Care Management program.
6. Each Outreach program shall establish and maintain linkages with Information and Assistance programs in the planning and service area.
7. An Outreach program should maintain a list of individuals who have been located through outreach efforts and who are in need of service, but who are hesitant to obtain such services, in order that the Outreach program may continue to encourage the person's participation and involvement.

SERVICE: CARE MANAGEMENT

CODE: 105

CATEGORY: Access

DEFINITION: The development of a coherent care plan for arranging and coordinating the delivery of multiple services to vulnerable and/or functionally impaired older individuals.

UNIT: 1/2hour

COMPONENTS: Service activities should include:

- Based upon the Comprehensive Assessment, determine the extent of the level of care as minimal, moderate or extensive.
- **Care Plan Development:** To develop an individualized plan of care and services under a care management system based on a comprehensive assessment of the client's needs and eligibility for services.
- **Care Plan Implementation:** To obtain formal and informal services according to an individualized care plan by coordinating existing services, authorization for payment of service, or purchase of services.
- **Care Plan Monitoring:** To determine quality and effectiveness of services provided to a client according to an individualized care plan and through periodic contact.
- **Reassessment:** To ensure periodic review of client's needs and the care plan to determine whether there have been changes in the client's situation which warrant revisions to the plan, to determine if the client's situation has stabilized, and to determine if termination of Care Management services should be initiated.
- Maintaining records, preparing reports, and other administrative efforts necessary to provide Care Management services.

STANDARDS: Care Management services must meet or exceed the following standards:

1. All efforts of the Care Management should be designed to provide high quality, cost effective services in the least restrictive environment.
2. Each program must employ staff who have the ability, by training or experience, to effectively determine an older person's needs and match those needs with appropriate services.
3. Consistent intake procedures and records shall be utilized for Care Management programs within each planning and service area.
4. A care plan must be developed for each client determined in need. The plan should be developed in cooperation with the client and/or the client's guardian or designated representative and be approved via a signed service agreement.
5. Each care plan must be monitored and reassessed in accordance with the level of need designation.
6. All case files must be kept confidential in controlled access files and must utilize a standard release of information form.
7. When appropriate, each provider should be informed of the entire package of services being planned for the older adult in order to encourage coordination and cooperation.
8. Each care plan on file must be assigned to a specific care manager and must be assigned in one of the following categories: Open or Closed.
9. Each Care Management program will encourage informal caregiving by family, friends, neighbors, responsible individuals, and community organizations.
10. In areas where a significant number of clients do not speak English as their principal language, Care Management services should be provided in the language spoken by those clients.
11. As with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve to expand the programs to others in need.

SERVICE: TRANSPORTATION

CODE: 106

CATEGORY: Access

DEFINITION: Conveyance of older persons to and/or from community facilities and resources for the purpose of acquiring/receiving available services, benefits, or entitlements.

UNIT: 1 one-way trip (location to location)

COMPONENTS: Service activities shall include:

- Demand/Response transportation characterized by flexible routing and/or scheduling of vehicles to provide door-to-door service on demand.
- Fixed Route transportation designed to provide a destination oriented service along a predefined route.
- Emergency Response transportation characterized by an unscheduled response to an individual's immediate and unforeseen need for transportation-generally of a medical nature.
- Maintaining records, preparing reports, and other administrative efforts necessary to provide Transportation services.

NOTE: Transportation service does not include any other service activities, such as: (a) Escort services, (b) Meal Delivery or (c) Transportation services which are **incidental** to the provision of another service, such as bus service for a socialization/recreation activity. Nor does it include direct subsidy to a general reduced fare program to a public or private transit system.

STANDARDS: Transportation services shall meet or exceed the following standards:

- I. The program shall ensure that all vehicles and associated equipment are maintained in proper working condition, and that appropriate maintenance and safety procedures are in place.
2. The program shall ensure that all vehicles have appropriate liability insurance coverage.

3. The program shall ensure that all drivers are appropriately licensed and physically able to safely drive the program vehicles.
4. The program shall ensure that all drivers receive appropriate training in the operation of their vehicles, in the use of any associated equipment, in defensive driving techniques, and techniques for coping with medical emergencies. Drivers shall be evaluated on a periodic basis.
5. Transportation services should be provided in a location that is easily accessible to the older person.
6. In areas where a significant number of clients do not speak English as their principal language, Transportation services should be provided in the language spoken by those clients.
7. As with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve to expand the programs to others in need.

SERVICE: ASSISTED TRANSPORTATION

CODE: 107

CATEGORY: Access

DEFINITION: To provide an individualized linkage for functionally impaired or isolated older persons to enable them to utilize community facilities and services, such as banks, stores, medical resources, and other necessary destinations which they are unable to access due to transportation and/or health barriers.

UNIT: 1 one-way trip (location to location)

COMPONENTS: Service activities shall include:

- Determining that services are needed due to the fact that there is no family member, other responsible informal caregiver, or other foimal transportation program available or capable of providing such services.
- Transporting the client for food, clothes and other essentials or running essential errands, such as picking up prescription medicines or going to the bank.
- Accompanying the client to a service/facility that includes providing all necessary assistance that the client needs in order to utilize the service/facility: such as climbing stairs, entering doorways, crossing streets, and carrying packages.
- Ongoirlg monitorirtg by the provider to detect changes in client's condition, and providing referral to establish a necessary linkage with the appropriate agency.
- Maintaining records, preparing reports, and other administrative efforts necessary to provide Escort services.

NOTE: Inthe event that clients normally using Assisted Transportation services are occasionally unable to accompany the service provider on a **regularly scheduled and essential errand**, due to illness or other circumstances, the service provider may perform the errand without the client and may count this as a **"one way trip"** of Assisted Transportation services.

STANDARDS: Assisted Transportation service shall meet or exceed the following standards:

1. Services shall be structured to serve the frail, at risk, and/or homebound elderly person who, without this help, would remain isolated from services.
2. Only essential errands shall be provided to enable the program to serve the greatest number of older persons in need.
3. Services shall be provided in a manner to ensure that primary decision-making ability remains with the older individual being served.
4. The Assisted Transportation provider shall be trained and sensitized to the situations and needs of the older population, including the special skills needed to aid in the service.
5. A mechanism shall be in place to enable providers to work cooperatively with other involved agencies as to client status and problems.
6. Proper supervision shall be available to workers to help resolve problems, conflicts, and to provide additional technical assistance as needed.
7. Programs shall maintain adequate insurance coverage to protect workers from the risk inherent in the transportation of clients.
8. Persons performing Assisted Transportation service shall possess a valid driver's license and a safe driving record.
9. Services can be provided using mass transit, the provider's own vehicle, client's own vehicle, or any other vehicle for which permission has been granted to be used for Assisted Transportation.
10. Compensation should be paid to the provider who utilizes his/her own vehicle or a mass transit system for the provision of Assisted Transportation.
11. Assisted Transportation services should be provided in a location that is easily accessible to the older person.

12. In areas where a significant number of clients do not speak English as their principal language, Assisted Transportation services should be provided in the language spoken by those clients.
13. As with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve to expand the programs to others in need.

SERVICE:	RESIDENTIAL MAINTENANCE
CODE:	211
CATEGORY:	Home Support
DEFINITION:	A service provided by a volunteer or paid staff person for intermittent household and/or yard care to eligible older persons whose health and safety are threatened because they cannot perform these services by themselves and/or are at risk of institutional placement.
UNIT:	Each hour
COMPONENTS:	<p>Service activities shall include:</p> <ul style="list-style-type: none">• Determining that services are needed due to the fact that there is no family member or other responsible informal caregiver available or capable of providing such services.• Labor-intensive unskilled tasks, such as moving furniture; yard and walk care; removing snow and raking leaves; seasonal upkeep activities, such as cleaning attics, basements, and garages which can be provided by non-professional staff.• Tasks, such as replacing door locks, caulking windows, changing screens and storm windows, minor repairs to appliances, and other minor home repairs which are necessary.• The provision of weatherization improvements, housing improvements which may deter crime, installation of handrails or ramps to meet the special needs of individual elderly people due to physical disabilities; improvements and repairs to roofs, siding, doors and windows, foundation, floors, interior plumbing, electrical, and painting done to prevent deterioration and in conjunction with repairs.• Maintain records, prepare reports, and conduct other administrative efforts necessary to provide Residential Maintenance services.

- STANDARDS:** Residential Maintenance services shall meet or exceed the following standards:
- I. Residential Maintenance is provided to maintain the person's health and safety in the home, not for purely aesthetic improvements to the home or yard, unless the activities are necessary to keep the client in his/her place of residence.
 2. Residential Maintenance shall be provided in a manner to ensure that primary supervision and responsibility for the activities remain with the individual being served.
 3. Residential Maintenance services shall be provided only to a home or apartment occupied by an elderly person. The project will make repairs to tenant's personal property, but will not make repairs that are the responsibility of the landlord.
 4. Residential Maintenance providers shall be trained and sensitized to the situations and needs of the older population they will be serving.
 5. A mechanism shall be in place to enable providers to work cooperatively with other involved agencies as to client status and problems.
 6. Appropriate supervision shall be available to Residential Maintenance providers to help resolve problems or conflicts that may result from their contact with the older person, and to provide additional technical assistance, as needed.
 7. Each program shall establish and utilize criteria for prioritizing requests for residential maintenance based on client need and appropriateness of services requested.
 8. Each program shall develop procedures for screening potential providers to ensure that they are capable of providing adequate services, and to protect the safety of the older person.
 9. Participants shall be provided with information on how other housing-related services which may be necessary can be obtained.
 10. A work order shall be signed by the client confirming the work to be done and the approximate time of day the service worker will arrive at the client's residence.

11. Each program shall maintain a record of repairs performed including dates, tasks performed, materials used, and cost.
12. Each program shall utilize a job completion procedure which includes verification that work is complete and accurate; and acknowledgment by elderly resident that work is acceptable.
13. To ensure that this service is available to all clients in the planning and service area (PSA), the AAA shall seek subgrantees and focal points that can serve the targeted population in the PSA to the maximum extent possible.
14. In areas where a significant number of clients do not speak English as their principal language, Residential Maintenance should be provided in the language spoken by those clients.
15. As with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve to expand the programs to others in need.

SERVICE: ORAL HEALTH

CODE: 327

CATEGORY: Community Support

DEFINITION: Screening, assessment and treatment activities that assist older persons to improve or maintain oral health by helping them to identify and understand their oral health needs and secure necessary medical, disease prevention and health maintenance services.

UNIT: Each contact

COMPONENTS: Service activities should include:

- A complete oral screening to determine overall oral health risk or risk for a specific oral health problem such as oral cancer, periodontal disease and cavities.
- Treatments may include x-rays, cleanings, fillings, periodontal treatments, oral surgery, root canal therapy, crowns, dentures and bridges.
- Make additional referrals for medical intervention as necessary.
- Maintain client records describing the screening, assessment or services provided and the results or outcomes of the oral health services.
- Maintain records, prepare reports and other administrative efforts necessary to provide Oral Health services which provide for reasonable confidentiality.

STANDARDS: Oral Health - Dental services shall meet or exceed the following standards:

1. Oral Health services shall be performed by a qualified individual or by a paraprofessional under the supervision of a professional.
2. Oral Health services shall be provided in a location sufficient in space, including mobile, to ensure comfort and confidentiality.
3. Providers of Oral Health services shall have adequate knowledge of or be provided with training in basic gerontology and common health problems of the elderly.

4. A follow-up contact shall be made within a reasonable time period if an individual has been encouraged to seek additional intervention. The client's choice on whether or not to seek intervention shall be recorded on his/her records.
5. If the dental provider conducts tests whose results are not readily available to the client, then the provider shall contact the client when the results are known. The contact may be by phone or mail if all test results are normal, but should be by phone or in person if test results are abnormal. The purpose of this contact is to either assure the client that the test did not indicate a problem or to describe the problem detected, and provide reassurance and education about how to deal with these problems.
6. Oral Health services should be provided in a location that is easily accessible to the older person.
7. In areas where a significant number of older persons do not speak English as their principal language, Oral Health services should be provided in the language spoken by these persons.
8. As with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve to expand the programs to others in need.

SERVICE: MENTAL HEALTH

CODE: 328

CATEGORY: Community Support

DEFINITION: Mental health screening, assessment and treatment activities that assist older persons to improve or maintain mental health by helping them to identify and understand their mental and emotional health needs and secure necessary medical, preventive or mental health maintenance services.

UNIT: Hour

COMPONENTS: Service activities should include:

- A mental health screening to determine overall mental health status or risk for a specific mental health problem, such as depression.
- Providing individual, marital, family, or group counseling to older adults and their families to increase understanding about issues, problems, and community resources. Counseling may address such issues as planning for retirement, family problems; abuse or neglect situations; increased client dependency; preparation/planning for retirement; adjustment to disability, loss, and death; institutionalization; alcoholism, drug dependence and abuse.
- Providing information about other programs and services for which the participant may be eligible, and referring the participant to the proper services as necessary.
- Maintaining accurate client records describing the situation, services provided, and results achieved.

NOTE: Mental Health Counseling is distinguished from informal counseling that shall be reported under **Counseling**.

STANDARDS: Mental Health services shall meet or exceed the following standards:

1. Mental Health services shall be conducted by professionals or paraprofessionals* operating under the supervision of trained professional staff who have been trained or have experience working with older adults and their families. Staff should be sensitized to the problems faced by older people that affect their mental health.

*Note: Paraprofessionals are defined as "A trained worker who is not a member of a given profession but who assists a professional or one with assured competencies in a field."

2. Mental Health services shall be aimed at enhancing the client's dignity and maximum level of functioning.
3. Mental Health services should be provided in a location that is easily accessible to the older person.
4. In areas where a significant number of older persons do not speak English as their principal language, mental health services should be provided in the language spoken by these persons.
5. .Mental Health services shall be accessible for the well elderly population as well as those institutionalized, isolated, and homebound. If mental health services are provided as an in-home service, the service provider must respect the participant's right of privacy and confidentiality to the greatest extent possible.
6. A mechanism shall be in place to enable Mental Health providers to work cooperatively with other agencies and community caregivers, (i.e. clergy, physicians, police, attorneys, nurses, etc.) as to client status and problems.
7. As with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve to expand the programs to others in need.

SERVICE: **PHYSICAL ACTIVITY**

CODE: 330

CATEGORY: Community Support

DEFINITION: Planned and structured activities aimed at improving or maintaining a person's physical health.

UNIT: 1 session per participant

COMPONENTS: Service activities should include:

- Individuals participating in Physical Activity must sign a release form that leaves the client responsible for his or her well-being.
- Activities shall promote the overall wellness of the client and may include activities such as - exercise classes, walking programs, yoga and tai chi.
- Determining, preferably with the involvement of older persons, the types of activities that will be offered including those allowing for intergenerational interaction if desired.
- Developing and distributing calendars of scheduled Physical Fitness activities and events.
- When necessary and appropriate, transportation shall be provided.
- Maintaining records, preparing reports, and other necessary administrative efforts.

NOTE: Physical Activity does not include informal and spur of the moment activities. While these activities are most beneficial, the activities must be planned and structured.

STANDARDS: Physical Activity shall meet or exceed the following standards:

1. The instructor shall possess the necessary credentials, either through education, experience or training. Activities may also be led by paraprofessionals/volunteers who are supervised by a credentialed physical activity professional or who are implementing a recognized evidence-based program.
2. Physical Activity shall be provided in a facility or environment which has adequate space to perform the activity safely.

SERVICE:	EDUCATION
CODE:	331
CATEGORY:	Community Support
DEFINITION:	Formally structured classes, lectures, or seminars that provide older persons and/or their caregivers with opportunities to acquire knowledge and skills suited to their interests.
UNIT:	1 session per participant
COMPONENTS:	Service activities shall include: <ul style="list-style-type: none">• Determining, preferably with the involvement of older persons, the content area to be involved in the class or lecture.• Providing group instruction in content areas that promote personal enrichment and knowledge, such as health, consumerism, retirement planning, the aging process, music, art, literacy, finances, and intergenerational, educational programs.• Maintaining records, preparing reports, and other administrative efforts necessary to provide Education services.

NOTE: Education services do not include classes, training, or lectures for AAA or service provider staff.

STANDARDS:	Education services shall meet or exceed the following standards: <ol style="list-style-type: none">1. Each education program shall establish linkages with local education programs in order to maximize coordination and minimize duplication.2. The provider of education services shall be knowledgeable in the skill or topic to be presented through either education, experience, or training.3. Education programs shall attempt to balance the content of educational sessions with the interests, skills, and abilities of prospective participants.4. Education programs should be provided in a location that is easily accessible to the older person.5. In areas where a significant number of clients do not speak English as their principal language, Education programs should be provided in the language spoken by those clients.
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6. As with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve to expand the programs to others in need.

SERVICE: CONGREGATE NUTRITION

CODE: 435

CATEGORY: Nutrition Support

DEFINITION: The provision of nutritionally adequate meals which assure, at a minimum, one-third of the Dietary Reference Intakes (DRI) to older persons at congregate meal sites.

UNIT: Each meal

COMPONENTS: Not applicable

STANDARDS: Congregate Nutrition services must shall or exceed the following standards:

- I. Persons eligible for congregate meals include those individuals:
 - Age 60-or over;
 - Spouses of participants, regardless of age;
 - Disabled who reside at home with older eligible individuals
 - Individuals providing volunteer services during the meal hours,
 - Individuals with disabilities, who are not older individuals but who reside in housing facilities occupied primarily by older individuals at which congregate nutrition services are provided

Note: preference still must be given to serve those individuals who are 60 years and above with the greatest economic or social needs.
2. Each meal shall contain at least one-third of the current Dietary Reference Intakes (DR!). as established by the Food and Nutrition Board, National Research Council, National Academy of Sciences.
3. Menus for congregate meals shall be certified and documented as meeting DRI standards by a qualified nutritionist.
4. Menus with documentation as to nutrient content shall be kept on file by the program for a minimum of three years.
5. All menu substitutions shall be approved in advance by a qualified nutritionist employed by the AAA or nutrition program.
6. Congregate Nutrition programs shall provide meals five or more days a week, at least one hot or other appropriate meal per day, and any additional meals that the program may elect to provide.

7. Congregate Nutrition programs shall assist participants in taking advantage of benefits under other programs.
8. Each provider, in cooperation with the AAA, shall be responsible for providing a variety of recreational, informational, and/or health-related programs and activities at each site monthly.
9. Participants shall be educated about the Supplemental Nutrition Assistance Program (SNAP), the former Food Stamp Program. They should be informed of the programs benefits and how to apply for the program.
10. Each Congregate Nutrition program may develop a suggested contribution schedule. An older person who will not or cannot contribute to the cost of the service may not be denied a meal.
11. All food service establishments must comply with all applicable licensing laws and ordinances relating to food service operations, including Chapter 24 of the State Sanitary Code.
12. Congregate Nutrition programs shall ensure compliance with *State of New Jersey Standards for the Nutrition Program for Older Americans*. PM 201 1-33. I-164, dated December 15, 2011.
13. Congregate Nutrition programs should be provided in a location that is easily accessible to the older person.
14. In areas where a significant number of clients do not speak English as their principal language, Congregate Nutrition programs should be provided in the language spoken by those clients.
15. As with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve to expand the programs to others in need.

- SERVICE:** CAREGIVER MENTAL HEALTH COUNSELING
- CODE:** 740 Caregiver
- CATEGORY:** Counseling/Support Groups/Caregiver Training
- DEFINITION:** Provide individual mental health counseling to help the caregiver with the normal anger, frustration, guilt, isolation and depression that many individuals experience as caregivers.
- UNIT:** 1 Session per Participant
- COMPO\ENTS:** Service activities should include:
- In-home visits by a qualified and credentialed mental health professional to provide mental health counseling.
 - Telephone counseling as necessary.
 - Information about other programs and services for which the participant may be eligible, and referring the participant to the proper services as necessary.
 - Maintain records, prepare reports, and other administrative tasks necessary to provide mental health counseling.
- STAI\DARDS:** Mental Health Counseling shall meet or exceed the following standards:
1. Services must be delivered by qualified and credentialed mental health professionals, including licensed clinical social workers, licensed psychologists, licensed psychiatric nurses and/or licensed psychiatrists.
 2. Services shall be delivered by a mental health counseling agency that can provide both telephone counseling and counseling in the home of the caregiver.
 3. Providers will review and keep resumes and verification of credentials on file for all professional staff involved in the caregiver mental health counseling.

4. In areas where a significant number of clients do not speak English *as* their principal language, Caregiver Mental Health Counseling should be provided in the language spoken by those clients.
5. Caregiver Mental Health Counseling should be provided in a location that is easily accessible *to* the older person.
6. **AB** with all Older Americans Act programs, customers of this service shall be informed that donations are accepted under this program and such donations will serve *to* expand the programs *to* others in need.