



Consumer Needs Evaluation

Instructions

Updated: 10/2021

Purpose

The form is used:

- to identify a person's level of functional impairment;
- need for services; and
- to collect information on the Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) required for the State Program Report (SPR) for people receiving certain services funded by the Older Americans Act (OAA).

Procedure

When to Prepare

Complete the form to determine a person's need for services. The assessment may be completed during a face-to-face visit or by phone. Enter the results of the assessment into the State Unit on Aging Program Uniform Reporting System (SPURS). The ADLs and IADLs required for the SPR are automatically populated to the consumer's record.

This form is used to:

- collect and document essential information related to service planning for AAA consumers;
- determine if the consumer meets the eligibility requirements and has the need for the requested AAA service;
- provide an instrument to assess the consumer's functional impairments and ability to perform ADLs and IADLs; and

- collect data for the SPR.

This form must be completed for the following prior to service initiation and must be updated at least annually if services are ongoing.

- *Care Coordination*
- *Chore Maintenance*
- *Day Activity and Health Services (DAHS)*
- *Home Delivered Meals - A minimum score of 20 (moderate impairment) is required.*
- *Homemaker - Assessment required for services purchased through a vendor or purchased through a voucher.*
- *Personal Assistance*
- *Respite Care - Assessment required for services provided in-home, in an institution, in a non-residential setting or purchased through a voucher.*

Number of Copies

Complete an original and keep original on file.

Transmittal

Enter the results of the form in SPURS. Answer all questions, unless otherwise shown in these instructions.

Detailed Instructions

Completion of this form is required prior to service authorization or service provision to document the consumer's need for the requested service. A reassessment must be conducted as needed based on changes in the consumer's status and provider's effectiveness. Consumers receiving home delivered meals must be assessed annually.

When the assessment is revised or updated, the consumer must be asked each question and the score for each item must reflect the consumer's status before changing the total score. The assessment information must be maintained electronically or in the consumer's record for three years after the consumer's death or denial of service.

This form may be completed during a face-to-face interview or by phone, unless a service requires an in-home visit.

Part I

Assessment Information — To be completed by AAA or provider staff.

Consumer Name — Enter the consumer's first and last name.

SPURS ID No. — Enter the consumer's identification number generated by SPURS, if known.

Assessment Date — Enter the date the assessment was completed.

Part II

Daily Living Impairment Assessment — To be completed by AAA or provider staff. Use the wording of the question as written and then explain or paraphrase, if necessary. Ask follow-up questions if there is a need to verify the first response. Enter a score for each question.

Texas Impairment Scoring — Score the consumer according to the following scale:

- 0 = None.** No functional impairment. The person can conduct activities without difficulty and has no need for assistance.
- 1 = Mild.** Minimal or mild functional impairment. The person can conduct activities with minimal difficulty and needs minimal assistance.
- 2 = Severe.** Extensive and severe functional impairment. The person has extensive difficulty carrying out activities and needs extensive assistance.
- 3 = Total Functional Impairment.** The person is unable to carry out any part of the activity.

A person has impairment with respect to an activity if there is a limitation, either physical or mental, in the ability to carry out the activity.

Numbers "0" and "3" are absolutes in the sense they indicate no functional impairment or total dependency.

Example: If a consumer can perform any of the dressing tasks, a “3” is not appropriate. If the consumer can perform the dressing task completely without difficulty, a “0” is appropriate.

To determine the Texas Score, total the impairment scores for questions 1-2, 4-17, 20 and 25-27. Enter the score (out of a total of 60) under the “Texas Score” on page 3 of the document.

ADL or IADL — Indicates which questions are an ADL or IADL.

SPR Count — Enter the number of questions scored greater than or equal to one. ADLs are questions one through three and five through seven. IADLs are questions nine through 13 and 17 through 19.

Service Arrangement — Select the correct Service Arrangement.

C = Caregiver

P = Service - Will be purchased by AAA.

A = Other agency – Non-AAA vendor is providing the service.

N = Not applicable to this consumer.

S = Self

Remember Form 2271 is designed to assess a consumer's **capacity for self-care**. Score each item according to this capacity for self-care and not according to the consumer's access to a resource to assist with the task. In scoring each item, use the consumer's response, plus any observations or knowledge of the consumer from other sources.

Questions 1-19

Use the following examples for each item to help differentiate between scores of “1” and “2.”

| Question # on Form 2271 | Activity | Score = 1 Minimal or Mild Impairment | Score = 2 Extensive or Severe Impairment |
|----------------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Bathing | <p>Consumer may set out supplies.</p> <p>Consumer needs standby assistance for safety or reminding.</p> <p>Consumer may accomplish bathing by using a chair or other adaptive device for assistance.</p> | <p>Consumer needs help getting in and out of tub or shower or drawing and testing temperature of water. Consumer needs help with actual bathing of body due to inability to reach or grasp.</p> <p>Consumer always needs adaptive devices or can only manage sponge baths due to disabilities.</p> <p>Consumer cannot haul or manage heating of water in a home without modern conveniences.</p> |
| 2 | Dressing | <p>Consumer needs occasional help with zippers, buttons or putting on shoes and socks.</p> <p>Consumer may need help laying out and selecting clothes.</p> <p>Consumer needs reminding or monitoring for completion of dressing.</p> | <p>Consumer needs help with zippers, buttons or shoes and socks, and needs help getting into garments. This means putting arms in sleeves, legs in pants or pulling up pants.</p> <p>Consumer may dress totally inappropriately without help or would not finish dressing without physical assistance.</p> |

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| 3 | Feeding | <p>Consumer may need standby assistance but only occasional physical help.</p> <p>Consumer needs verbal reminders or encouragement.</p> <p>Consumer eats with adaptive devices but requires help with positioning.</p> | <p>Consumer usually needs extensive hands-on assistance with eating.</p> <p>Consumer may hold eating utensils but needs continuous assistance during meals and would not complete meal without continual help.</p> <p>Spoon-feeding of most foods is required, but consumer can eat some finger foods.</p> |
| 4 | Grooming | <p>Consumer needs supplies laid out or handed to them.</p> <p>They need standby assistance for safety with grooming tools.</p> <p>Consumer needs reminding to do tasks.</p> <p>They need help to comb or brush hair.</p> | <p>Consumer needs to have help with things like shaving or shampooing, because of an inability to see well, or to reach or successfully use equipment.</p> <p>Consumer needs someone to put lotion on body.</p> |

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| 5 | Continence | <p>Consumer has instances of urinary incontinence and needs help because of this from time to time. Fecal incontinence does not occur unless caused by a specific illness episode.</p> <p>Consumer may have catheter or colostomy bag, and occasionally needs assistance with management.</p> | <p>Consumer often is unable to get to the bathroom on time to urinate or has occasional episodes of fecal incontinence.</p> <p>Consumer may wear incontinence products to manage the problem and needs some assistance with them.</p> <p>Consumer usually needs assistance with catheter or colostomy bag.</p> |
| 6 | Toileting Hygiene | <p>Consumer can usually manage cleaning self after toileting except on occasional days when bending or moving is particularly difficult or when incontinence occurs.</p> <p>Consumer may have catheter or colostomy bag, and occasionally needs help with management.</p> | <p>Consumer often needs help with cleaning after toileting because of difficulty in reaching, or due to incontinence problems. Clothes are sometimes soiled.</p> <p>Consumer usually needs assistance with catheter or colostomy bag.</p> |
| 7 | Transfer | <p>Consumer usually can get out of bed or chair with minimal or standby assistance.</p> <p>Consumer may accomplish transfer without help but needs standby assistance for safety.</p> | <p>Consumer usually needs hands-on assistance when rising to a standing position or moving into a wheelchair to prevent losing balance or falling.</p> <p>Consumer can help with the transfer by holding on and supporting himself.</p> |

Note: Activities which should be considered when evaluating the consumer's level of need for transfer include non-ambulatory movement from one stationary position to another (transfer). This does not include:

- carrying;
- adjusting or changing the consumer's position in a bed or chair (positioning); and
- assisting in rising from a sitting to a standing position.

| Question # on Form 2271 | Activity | Score = 1 Minimal or Mild Impairment | Score = 2 Extensive or Severe Impairment |
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| 8 | Walking (<i>Ambulation</i>) | <p>Consumer walks alone without assistance for only short distances.</p> <p>Consumer can walk with minimal difficulty using an assistive device or by holding onto walls or furniture.</p> | <p>Consumer has considerable difficulty walking even with an assistive device.</p> <p>Consumer can walk only with assistance from another person and never walks alone outdoors without assistance.</p> <p>Consumer may use a wheelchair periodically.</p> |

Note: Activities which should be considered when evaluating the consumer's level of need for walking include:

- help in positioning for use of a walking apparatus;
- help with putting on and removing leg braces and prostheses for ambulation;
- help with ambulation or using steps;
- help with wheelchair ambulation; and
- provide standby assistance.

| Question # on Form 2271 | Activity | Score = 1 Minimal or Mild Impairment | Score = 2 Extensive or Severe Impairment |
|----------------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9 | Cleaning | <p>Consumer can do most tasks around the house, like picking up, dusting, washing dishes, sweeping, straightening the bed, carrying out trash, light vacuuming or cleaning sinks.</p> <p>Consumer cannot move heavy furniture nor do extensive scrubbing or mopping.</p> | <p>Consumer can do only very light housework like dusting, washing a few dishes or straightening up magazines or newspapers.</p> <p>Consumer cannot see well enough or does not have the strength or flexibility to sweep floors, change bed linens or carry heavy objects.</p> |
| 10 | Laundry | <p>Consumer does hand washing but has difficulty wringing and hanging heavy laundry to dry.</p> <p>Consumer may be able to put clothes in washing machine, sort clothes, fold them and put them away with only minimal difficulty.</p> <p>They can also assist in these ways if a laundromat is used.</p> <p>Consumer may have strength but may not be able to see or turn washer dials or may require supervision or instruction to use a washer.</p> | <p>Consumer may do light hand washing but cannot bend or lift or carry loads of clothes to manage most laundry. They cannot hang clothes out at all or get them off a line but may fold them and help put them away.</p> <p>Consumer may not be able to wring out clothes without help. If a laundromat is used, the consumer has considerable difficulty getting there.</p> |

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| 11 | Meal Preparation | <p>Consumer can only fix meals that require simple preparation. They can usually open cans and heat food, use microwave or oven, prepare some vegetables, cook eggs and small cuts of meat.</p> <p>Consumer may have difficulty with cutting meats or other foods.</p> | <p>Consumer can only prepare simple cold foods like sandwiches, purchased snacks, and cereal or warmup food prepared by others.</p> <p>Consumer has difficulty opening cans and preparing fresh foods for cooking.</p> <p>Consumer regularly has difficulty seeing or turning burners on and sometimes forgets to turn them off.</p> |
| 12 | Shopping | <p>If someone goes along to help, consumer decides what to buy and can shop.</p> <p>Consumer may shop by phone because of difficulty carrying or storing groceries.</p> | <p>Consumer may still decide what to buy, but seldom, if ever, goes to a store.</p> <p>Consumer may not be able to shop by phone because of communication difficulties. They cannot regularly carry or store most of the purchases without help.</p> |
| 13 | Assistance with Medications | <p>Consumer can take own medicines but needs occasional help opening the bottles or containers. They may need to be reminded to take medications.</p> <p>Consumer can recognize proper medication by name or sight.</p> | <p>Consumer has difficulty opening containers and may not be able to read labels.</p> <p>Consumer must be reminded and supervised to ensure that medications are taken as prescribed. This task may not be purchased if the functional score is higher than 2.</p> |

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| 14 | Trim Nails | Consumer can trim own fingernails but may have difficulty doing own toenails. | Consumer trims fingernails only when no one is available to help. Consumer is unable to reach and trim toenails and has difficulty using scissors or clippers. |
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Note: A diagnosis of diabetes does not automatically indicate a score of **3**. Many people with diabetes can trim their nails.

If a medical practitioner has instructed a consumer with diabetes not to trim their nails, score the task as **3**.

| Question # on Form 2271 | Activity | Score = 1 Minimal or Mild Impairment | Score = 2 Extensive or Severe Impairment |
|----------------------------------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 15 | Balance | Consumer occasionally gets dizzy or needs to steady themselves by holding onto furniture or a person. They may need to hold someone's arm to go up and down stairs. Consumer may have experienced an occasional fall because of imbalance, or their movement is restricted because of fear of falling. | Consumer usually experiences some imbalance and needs to hold onto a support when first standing up to steady themselves. Consumer suffers from dizziness that affects balance and would likely fall if assistance was not available. |

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| 16 | Opening Jar Containers | Consumer can open some containers but may have difficulty with very large jars, special medicine caps or containers that require special opening instructions or procedures. Consumer may use an assistive device. | Consumer cannot open large jars, new bottles or jars without help or an assistive device. Consumer may be able to open small jars and bottles that have been previously opened. |
| 17 | Phone | Consumer can use a phone but may have difficulty hearing or getting to the phone quickly when it rings. Consumer may need to go out of the home to use phone but can do so without much difficulty. | Consumer may be able to answer or talk on the phone but may not be able to dial the correct number. Consumer is sometimes not able to get to a phone when necessary. |
| 18 | Transportation | Consumer can drive but limits driving for specific purposes within short distances. Consumer can use public transportation but can walk alone for only short distances. | Consumer requires others to transport and assist with ambulation. Uses assistive devices at destination. |
| 19 | Money Management | Consumer sometimes needs help and with supervision does, set-up, cueing or coaxing only. | Consumer needs help most of the time and needs hands-on or maximum assistance. |

Part III

Mental Health Screening and Assessment — To be completed by AAA or provider staff.

Questions 20-24

The person conducting the assessment can use information other than the consumer's perception only if:

- the consumer provides inaccurate information because of a physical or mental impairment;
- there are inconsistencies between the information the consumer is providing and the assessor's observation of the consumer; or
- there is conflicting information provided by a family member present during the interview.

To properly score these questions, if the assessor is unsure of the information provided by the consumer, the assessor will:

- get as much information as possible from the consumer;
- contact a third party such as a family member or friend, who is aware of the consumer's cognitive abilities; or
- use their own judgment to score the question if no one is available who knows the consumer's cognitive abilities.

| Question # on Form 2271 | Area | Information |
|-------------------------|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20 | Mental Health Screening <i>(Based on the consumer's own perception)</i> | <p>If the answer to question 20 is "No," enter "0" and go to question 25.</p> <p>If the answer to question 20 is "Yes," before entering any score, answer questions 21 through 24. Once questions 21 through 24 are answered return to question 20. Use the scoring information below to determine the correct score for each question.</p> <p>Final score for Question 20:</p> <p>Score is "1" if the answer to question 20 is "Yes" and questions 21 through 24 are "No."</p> <p>Score is "2" if the answer to question 20 is "Yes," and only one answer for questions 21 through 24 is "Yes."</p> <p>Score is "3" if the answer to question 20 is "Yes," and two or more answers for questions 21 through 24 is "Yes."</p> <p>Note: In SPURS, if question 20 is answered "Yes," questions 21 through 24 must be answered "No" or "Yes" for the system to derive a Texas score correctly.</p> |
| 21 through 24 | Mental Health Assessment <i>(Based on the consumer's own perception)</i> | Questions 21 through 24 must be answered "No" or "Yes" for the system to derive a Texas score correctly. |

Part IV

Cognition — To be completed by AAA or provider staff.

Questions 25-27

| Question # on Form 2271 | Area | Information |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 25 | Self-Evaluation <i>During the last two weeks, on how many days have you had trouble concentrating or making decisions?</i> | <p>0 = If the answer to the question is not at all.</p> <p>1 = If the answer to the question is occasionally, a couple times.</p> <p>2 = If the answer to the question is frequently, more than a couple times, but not every day.</p> <p>3 = If the answer to the question is every day.</p> |
| 26 | Third Party Observation <i>Does the consumer make decisions independently (based on someone's observation of the consumer)?</i> | <p>0 = If consumer makes consistent and reasonable decisions independently (example: pays bills, makes financial decisions, keeps medical appointments, maintains household).</p> <p>1 = If consumer makes simple decisions without assistance (example: what to eat, to buy at the grocery store, when to do household chores).</p> <p>2 = If consumer makes poor decisions and needs cues or supervision for most decisions.</p> <p>3 = If consumer is severely impaired and rarely makes own decisions.</p> |

Note: Observer may be a family member, caregiver or the caller. Information from home health attendants or case manager observation may be used to score this question, but only as a last resort. The assessor must make every effort to contact a third party to provide the information. There should be documented attempts in the case record. If no other source is available and the assessor feels the information provided by an attendant is accurate, score the information based on the attendant's knowledge and observation.

| Question # on Form 2271 | Area | Information |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 27 | Third Party Observation <i>Does the consumer appear to have short-term memory impairment (based on someone's observation of the consumer)?</i> | 0 = If the answer to the question is "No." 1 = If consumer has some short-term memory problems and can perform tasks for self with occasional reminders. 2 = If consumer has memory lapses resulting in frequently not performing task even with reminders. 3 = If consumer has memory lapses resulting in an inability to perform routine tasks daily. |

Note: Observer may be a family member, caregiver or the caller. Information from home health attendants or case manager observation may be used to score this question, but only as a last resort. The assessor must make every effort to contact a third party to provide the information. There should be documented attempts in the case record. If no other source is available and the assessor feels the information provided by an attendant is accurate, score the information based on the attendant's knowledge and observation.

Part V

Assessment Scores — To be completed by AAA or provider staff.

| Assessment | Scoring Information |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Total CNE Impairment Score | <ul style="list-style-type: none"> • Add the scores entered for questions 1-2, 4-17, 20, and 25-27. • Enter total. • Check the appropriate box under "Total CNE Impairment Score." Note: A score of 20 (moderate impairment) or greater is required for home-delivered meals. |
| SPR ADLs | <ul style="list-style-type: none"> • Count the number of questions receiving a score "1" or higher for questions 1-3 and 5-7. • Enter the total count of questions receiving a score of "1" or higher. Note: Highest possible count is "6." This count is not the sum of the assessment scores. |

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| SPR IADLs | <ul style="list-style-type: none"> • Count the number of questions receiving a score “1” or higher for questions 9-13 and 17-19. • Enter the total count of questions receiving a score of “1” or higher. <p>Note: Highest possible count is “8.” This count is not the sum of the assessment scores.</p> |
| SPURS | <p>Enter the responses into the SPURS assessment form for each response, as required by HHSC.</p> <p>Note: The system will automatically sum the Texas Score. It will automatically indicate the number of SPR ADLs and IADLs where the consumer has scored higher than zero.</p> |

Signature — AAA or provider staff assessor must sign.

Date — Enter the date the assessment is completed.