

—PROGRAM INSTRUCTION—

Texas Department of Aging and Disability Services (DADS) – Access and Intake Division

TITLE:	Information , Referral and Assistance: Unit of Service and Estimated Audience	NUMBER:	AAA-PI 311
SECTION:	Area Agencies on Aging	APPROVAL:	Betty Ford
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RELEVANT CITATION#:	Quarterly Performance Report (QPR) User Manual – Attachment A		
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The Department is revising the program instruction (PI) to reflect instructions for documenting “estimated audience” in addition to units of service.

The National Aging Program Information System (NAPIS) considers a unit of service for Information, Referral and Assistance (IR&A) to be one contact. The Legislative Budget Board (LBB) considered IR&A a key measure of performance and through negotiations the unit of service was defined as one inquiry. IR&A was removed as a key measure in the 2008 – 2009 Legislative Appropriations Request; however, the LBB maintained the monthly reporting requirement for “estimated audience” for IR&A services.

To meet NAPIS requirements, the unit of service definition for IR&A is **one contact**. Below is the definition for the service and the unit of service.

INFORMATION, REFERRAL AND ASSISTANCE

Consists of activities such as assessing the needs of the inquirer, evaluating appropriate resources, assessing appropriate response modes, indicating organizations capable of meeting those needs, providing enough information about each organization to help inquirers make an informed choice, helping inquirers for whom services are unavailable by locating alternative resources, when necessary, actively participating in linking the inquirer to needed services, and following up on referrals to ensure the service was received or provided.

Unit of Service: One Contact (**each** communication with or on the behalf of a client)

Estimated Audience for Information, Referral and Assistance:

Effective October 1, 2007, the Texas Department of Aging and Disability Services (DADS) required Access & Intake, Area Agencies on Aging Section, to request documentation of “estimated audience” counts for all services for which the AAAs do not maintain a client intake. A list of these services, including IR&A, may be found in Attachment A of the Quarterly Performance Report (QPR) User Manual at

<http://dads.state.tx.us/providers/AAA/Forms/PerformanceReporting/QPRUserManual.pdf>

To determine “estimated audience” AAAs will report only clients who receive IR&A services (paid for with funds received from DADS) for the first time during the reporting month. The area agency on aging must have a process for consistently calculating “estimated audience” for IR&A. Estimated audience must include only the first contact with an individual during the reporting month, with all follow-up contacts excluded.

Contact the Help Desk at t3help@dads.state.tx.us for questions and comments.