



## **AAA Bulletin 21-01**

**Date:** August 24, 2021

**To:** Area Agencies on Aging Directors  
Area Agencies on Aging Executive Directors  
Area Agencies on Aging SPURS Administrators

**From:** Access and Eligibility Services Program Policy

**Subject:** **1. Service Definitions for Area Agencies on Aging – Federal Fiscal Year 2022**  
**2. State Performance Reporting Redesign**

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This information is shared with Area Agencies on Aging (AAA) directors who must distribute to all staff and contractors.

Please direct any questions regarding the policy information in this bulletin to the AAA Help Desk ([AAA.Help@hhs.state.tx.us](mailto:AAA.Help@hhs.state.tx.us)).

Active bulletins are posted on the following website:

- [Area Agencies on Aging \(AAA\)](https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/area-agencies-aging-aaa) at <https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/area-agencies-aging-aaa>.

## 1. Service Definitions for Area Agencies on Aging – Federal Fiscal Year 2022

### Background

The *Service Definitions for Area Agencies on Aging* provides the approved list of services the AAAs may provide under their contracts with HHSC. The *Service Definitions for Area Agencies on Aging* also provides service-specific requirements for AAAs and service providers to collect and report data for the State Program Report (SPR). The SPR is the approved administrative data set for the Older Americans Act (OAA) programs.

This bulletin provides an overview of the updates and changes made to the *Service Definitions for Area Agencies on Aging – Federal Fiscal Year (FFY) 2022*.

### General Updates

Updates to the *Service Definitions for Area Agencies on Aging* for FFY 2022 include the following:

- The service definitions are updated to comply with the OAA SPR Redesign effective October 1, 2021.
- The document is reformatted into a chart form.
- The service definitions are edited for clarity and consistency.
- The term National Aging Program Information System (NAPIS) is changed to State Program Report (SPR) to align with the Administration for Community Living (ACL) updates to the federal reporting system.
- The TERMINOLOGY section will be incorporated into the Area Agency on Aging Policies and Procedures Manual (AAAPPM) Glossary.
- The information provided in the Health Promotion and Disease Prevention chart is incorporated into the appropriate service definitions.
- The Caregiver Eligibility Guide will be incorporated into the AAAPPM as Appendix VI.

### Caregiver Education and Training

Counseling to caregivers to assist in decision-making and problem-solving related to the caregiver role. Includes providing counseling to persons and support groups; and caregiver training for individual caregivers and families.

### Current Policy

Allowable activities include counseling, support groups and training to caregivers. The unit of service is one session per eligible person.

### **New Policy**

The service definition is replaced with the following three new service definitions:

- Caregiver Counseling;
- Caregiver Support Groups; and
- Caregiver Training.

#### Caregiver Counseling

A service designed to support caregivers and assist them in their decision-making and problem solving. Counselors are service providers that are degreed or credentialed as required by state laws applicable to their degreed or credentialed profession. Includes individual counseling or group sessions. Counseling is a separate function apart from support group activities or training.

### **Current Policy**

AAAs report Caregiver Counseling under Caregiver Education and Training. The unit of service is one session per eligible person.

### **New Policy**

Caregiver Counseling is a single service definition for counseling provided by a professional counselor to support caregivers in their decision-making and problem solving. The unit of service is hour(s).

#### Caregiver Support Groups

A service to facilitate caregivers to discuss their common experiences and concerns and develop a mutual support system. Support groups are typically held on a regularly scheduled basis and may be conducted in person, over the phone, or online. Support groups are led by a trained individual, moderator, or professional, as required by state laws applicable to their profession. This does not include "caregiver education groups," "peer-to-peer support groups," or other groups primarily aimed at teaching skills or meeting on an informal basis without a facilitator that possesses training or credentials as required by state laws applicable to their profession.

### **Current Policy**

AAAs report Caregiver Support Group activities under Caregiver Education and Training. The unit of service is one session per eligible person.

### **New Policy**

Caregiver Support Groups is a single service definition for developing a mutual support system through discussion about caregivers' common experiences and

concerns provided by a trained facilitator. The unit of service is a session, which is typically 30 minutes to 1 hour.

### Caregiver Training

A service that provides family caregivers with instruction to improve knowledge and performance of specific skills relating to their caregiving roles and responsibilities. Skills may include activities related to health, nutrition, and financial management; providing personal care; and communicating with health care providers and other family members. Training may include use of evidence-based programs, be conducted in-person or online, and be provided in individual or group settings.

### **Current Policy**

AAAs report Caregiver Training under Caregiver Education and Training. The unit of service is one session per eligible person.

### **New Policy**

Caregiver Training is a single service definition for providing instruction to improve knowledge and performance of specific skills relating to the caregiving role. The unit of service is hour(s).

### Caregiver Respite Care - In Home

Temporary relief for caregivers including an array of services provided to a dependent older person who needs supervision. Services are provided in the older person's home environment on a short term, temporary basis while the primary caregiver is unavailable or needs relief. In addition to supervision, services may include meal preparation, housekeeping, assistance with personal care and social and recreational activities.

### **Current Policy**

The service is called Caregiver Respite Care – In Home and can be provided for an older person in his or her home.

### **New Policy**

The service is renamed to Respite In Home and can also be provided for a dependent eligible care recipient in an eligible caregiver's home.

### Caregiver Respite Care – Institutional

Temporary relief for caregivers including an array of services provided in a congregate or residential setting (e.g., hospital, nursing home, or day activity and health services (DAHS) facility) to a dependent older person who is in need of supervision. Services are offered on a short term, temporary basis while the primary caregiver is unavailable or needs relief. Where appropriate, services may

include meals, social and recreational activities, personal care, monitoring of health status, medical procedures and transportation.

### **Current Policy**

The service is called Caregiver Respite Care – Institutional and can be provided for an older person in a congregate or residential setting, regardless of the time spent in the facility. A DAHS facility **is** an appropriate setting for service provision.

### **New Policy**

The service is renamed to Respite Out of Home – Overnight and can be provided for an eligible care recipient in a residential setting in which the care recipient temporarily resides in the facility for a full 24-hour period. A DAHS facility **is not** an appropriate setting for service provision.

### Caregiver Respite Care – Non Residential

Temporary relief for caregivers provided by supervised care at senior centers or other non-residential program locations that are not licensed as day activity and health services (DAHS) facilities. Activities include lunch and supervised recreational and social activities for a dependent older person who requires supervision. Services are provided on an intermittent or temporary basis while the primary caregiver is unavailable or needs relief.

### **Current Policy**

The service is called Caregiver Respite Care – Non Residential and can be provided for an older person at senior centers or other non-residential settings. A DAHS facility **is not** an appropriate setting for service provision.

### **New Policy**

The service is renamed to Respite Out of Home and can be provided for an eligible care recipient at senior centers or other non-residential settings where the stay does not exceed a full 24-hour period. A DAHS facility **is** an appropriate setting for service provision.

### Caregiver Respite Care – Voucher

A service provided through the consumer directed services option whereby an individual provider is chosen by the caregiver. Services are provided on an intermittent or temporary basis while the primary caregiver is unavailable or needs temporary relief by providing one of the following:

- In-Home – Services are provided in the older person's home environment on a short-term, temporary basis while the primary caregiver is unavailable or needs relief. In addition to supervision, services may include meal

preparation, housekeeping, assistance with personal care, and social and recreational activities.

- Institutional – Temporary relief for caregivers includes an array of services provided in a congregate or residential setting (e.g., hospital, nursing home, or day activity and health services (DAHS) facility) to a dependent older person who is in need of supervision. Services may include, where appropriate, meals, social and recreational activities, personal care, monitoring of health status, medical procedures and transportation.
- Supervised care at senior centers or other non-residential program locations that are not licensed as DAHS facilities. Activities include lunch and supervised recreational and social activities for a dependent older person who requires supervision.

### **Current Policy**

Caregiver Respite Care – Voucher is considered an allowable service.

### **New Policy**

The service is renamed to Respite – Voucher and is allowable for the following:

- Respite In Home;
- Respite Out of Home – Overnight; and
- Respite Out of Home.

### Caregiver Support Coordination

Ongoing process to assess the needs of a caregiver and care recipient and to effectively plan, arrange, coordinate and follow-up on services which most appropriately meet the identified needs as mutually defined by the caregiver, the care recipient, and the access and assistance staff.

### **Current Policy**

The assessment process focuses on the needs of the caregiver and care recipient.

### **New Policy**

An ongoing service to assess the needs of a caregiver. The assessment process focuses on the needs of the caregiver. The requirements to complete the Caregiver Intake and Caregiver Assessment are added to the service definition for clarity and consistency.

### Congregate Meal

A hot or other appropriate meal served to an eligible older person which meets 33½ percent of the dietary reference intakes established by the Food and Nutrition Board

of the Institute of Medicine of the National Academy of Sciences and complies with the most recent Dietary Guidelines for Americans, published by the Secretary of Agriculture and the Secretary of Health and Human Services, and which is served in a congregate setting. The objective is to reduce food insecurity and promote socialization of older people.

**Current Policy**

The service definition includes the policy relating to dietary reference intakes, dietary guidelines, objectives, and types of congregate meals.

**New Policy**

The policy relating to dietary reference intakes, dietary guidelines, objectives, and types of congregate meals is removed from the service definition. AAAs must follow the policy in the AAAPPM regarding the meal types and nutrition requirements. (AAAPPM [F-1620](#), Meal Types, and [F-1640](#), Nutrition Requirements)

**[Day Activity and Health Services](#)**

Services provided in a congregate, non-residential setting to a dependent older person who needs supervision but does not require institutionalization. These services may include any combination of social and recreational activities, health maintenance, transportation, meals, and other supportive services.

**Current Policy**

AAAs report the unit of service as a half day. Three hours but less than six hours of service provided by the facility shall constitute one unit of service. Six hours or more of service shall constitute two units of service.

**New Policy**

AAAs report the unit of service as a day, which is defined as 8 hours. Partial days may be reported using two decimal places.

**[Home Delivered Meals](#)**

Hot, cold, frozen, dried, canned, fresh, or supplemental food (with a satisfactory storage life) which provides a minimum of 33⅓ percent of the dietary reference intakes established by the Food and Nutrition Board of the Institute of Medicine of the National Academy of Sciences and complies with the most recent Dietary Guidelines for Americans, published by the Secretary of Agriculture and the Secretary of Health and Human Services, and is delivered to an eligible person in their place of residence. The objective is to reduce food insecurity and help the eligible person sustain independent living in a safe and healthful environment.

### **Current Policy**

The service definition includes the policy relating to dietary reference intakes, dietary guidelines, objectives, and types of home delivered meals.

### **New Policy**

The policy relating to dietary reference intakes, dietary guidelines, objectives, and types of home delivered meals is removed from the service definition. AAAs must follow the policy in the AAAPPM regarding the meal types and nutrition requirements. (AAAPPM [F-1620](#), Meal Types, and [F-1640](#), Nutrition Requirements)

### Nutrition Counseling

Providing personalized advice or guidance about options and methods for improving nutritional status performed one-on-one by a registered dietitian to an older person at nutritional risk due to health or nutritional history, dietary intake, medications, or chronic illness.

### **Current Policy**

AAAs report the unit of service as one session per person.

### **New Policy**

AAAs report the unit of service as hour(s).

### Special Initiative

Awarded activities or services enabling the AAA to enhance capacity, identify partnerships, identify target populations, or identify needed services for an older person and their informal caregiver.

**Note:** This service definition is for use by the AAA only when instructed by HHSC.

### **Current Policy**

The current service definition does not provide clarity for the scope of services allowed under this definition.

### **New Policy**

The service definition is edited to clarify:

- the service can only be used as approved by HHSC for activities that do not fall under any other approved service definition;
- program participants must meet the OAA eligibility requirements;
- HHSC will provide appropriate guidance as needed; and



- requests for Capital Equipment or Controlled Assets are not included under this service definition and must be submitted following the established process.

## **Correspondence**

### New

Appendix VI, Caregiver Eligibility Guide incorporates the caregiver information from the Service Definitions document. The appendix is attached and will be available in the AAAPPM effective December 2021.

The Service Definitions for Area Agencies on Aging – Federal Fiscal Year 2022 document is posted on the AAA Procedures webpage.

## **Policies and Procedures Manual**

The Area Agency on Aging Policies and Procedures Manual (AAAPPM) is currently scheduled to be updated in the December 2021 revision.

## **Training**

Training for OAAPS changes will be provided during the September Texas Association of Regional Councils meeting.

## **Effective Date**

This policy is effective October 1, 2021.

## 2. State Performance Report Redesign

### Background

The Administration for Community Living (ACL) has completed the redesign of the State Performance Report (SPR). The Older Americans Act Performance System (OAAPS) is the new reporting tool that ACL will use to monitor performance and collect information on OAA programs.

Effective October 1, 2021, the AAAs will capture new data elements for ACL's transition from the State Reporting Tool (SRT) to OAAPS to generate the new State Program Report (SPR) for the Federal Fiscal Year (FFY) 2022. The AAAs will continue to use the current SRT for FFY21 reporting.

The OAAPS and new SPR have several benefits, such as, reduced reporting, a more streamlined process for data submission, and real-time data error notifications.

### [Data Reporting Submission](#)

#### Current Process

The AAAs submit data for the current SPR through the SRT. The SRT is ACL's web-based, online data entry, comparative analysis, and technical assistance system that supports the state with SPR reporting. The Office of Area Agencies on Aging (OAAA) uses AAA-submitted SPR data to generate a comprehensive state-level report to submit to ACL annually.

#### New Process

The AAAs will generate exports from SPURS with the needed data and submit the exports to the OAAA. The OAAA will generate a comprehensive state-level report and submit the annual performance report data on OAA program participants, services, and expenditures through OAAPS by uploading data collected from the AAA submissions.

The first official SPR reporting in OAAPS is due January 2023. AAAs will no longer have access to the SRT including variance reports after the FFY21 reporting. Additional instructions for generating the exports from SPURS will be provided to the AAAs in the fall of 2022.

Due to the changes to the SPR, modifications to SPURS and the Quarterly Performance Report (QPR) are required. Assessments in SPURS and on the HHSC website will be updated to reflect all OAAPS reporting changes.

### [SPURS Staffing Profile](#)

ACL has reduced the data reported under the *AAA SPURS Staffing Profile*. In preparation for annual SPR reporting, *AAA SPURS Administrators* are responsible for updating their *AAA SPURS Staffing Profile* annually.

#### **Current Process**

The AAAs update their *SPURS Staffing Profile* on an annual basis for the SPR by updating:

- full-time employees (FTE) by work performed, role, and minority status; and
- number of volunteers.

The *AAA Staffing Profile* is located in SPURS Administrator > Organizations > Agencies > [Your Agency].

#### **New Process**

The AAAs update their *SPURS Staffing Profile* on an annual basis for the SPR, prior to exporting the AAA-level SPR data. Staffing profile updates include:

- number of full-time employees (FTE);
- number of part-time employees (PTE);
- number of volunteers; and
- total number of AAA volunteer hours.

Additionally, work performed, role and minority status are no longer required.

**Note:** Do not include staff ombudsmen in the count for the number of FTE and PTE.

The number of volunteers (unduplicated) at the AAAs must be reported. Include volunteers assisting the AAA but do not include:

- independent contractors of the AAA; or
- volunteer ombudsmen.

Volunteer Hours are the number of volunteer hours provided by a person who provides services or support to the AAAs at no charge rounded to nearest whole number. For each volunteer who meets criteria in the paragraph immediately above, include the hours spent assisting the AAA.

### [Gender](#)

ACL has added the additional gender field of **Other** to the SPR.

#### **Current Process**

The Gender options in SPURS include Male, Female, and Unknown.

### New Process

The Gender options in SPURS include Male, Female, Unknown and Other.

Use the **Other** option when the person identifies their gender as other than Male or Female.

### [Race](#)

ACL has revised the options for identifying a person's race on the SPR.

### Current Process

SPURS includes the following race options:

- American Indian/Native Alaskan
- Asian
- Black/African American
- Missing
- Native Hawaiian/Other Pacific Islander
- Non-Minority (White, non-Hispanic)
- Other
- White-Hispanic

### New Process

The **Other** race option is no longer an option. Any consumer data that is presently designated as **Other** must be re-designated using the remaining race options. Any consumer data that remains set to **Other** for the FFY22 federal reporting period will be redesignated as **Missing**. The AAAs will be responsible for updating any consumer records with a race designated as **Other**.

The AAAs can generate a **Consumer Listing Report** using the following parameters in SPURS to identify those with a race designated as **Other**.

<b>Care Enrollment:</b>	
<b>Care Program:</b>	NAPIS All Funding Sources
<b>Status:</b>	Active
<b>Consumer Details:</b>	
<b>Active:</b>	Yes
<b>Advanced Filters:</b>	
<b>Ethnicity:</b>	
<b>Ethnic Race:</b>	Other

### [Poverty](#)

Poverty data is now required for registered caregiver services.

### **Current Policy**

AAAs currently collect poverty information for caregivers through the Caregiver Intake.

### **New Policy**

Poverty information is now required for registered caregiver services. Title III-E registered services for caregivers include Counseling, Training, Respite (all types), Caregiver Supplemental Services, and Caregiver Support Coordination.

Caregiver Supplemental Services include:

- Emergency Response
- Health Maintenance
- Residential Repairs
- Legal Assistance
- Income Support
- Transportation
- Nutrition Services
- Mental Health Services
- Physical Fitness
- Recreation
- Social Reassurance
- Evidence Based Intervention

### Caregiver Relationships

The new ACL OAAPS changes include modifications to the caregiver relationship options.

### **Current Policy**

A caregiver can be a:

- Daughter/Daughter-In-Law
- Grandparent
- Husband
- Non-Relative
- Other Elderly Non-Relative
- Other Elderly Relative
- Other Relative
- Son/Son-In-Law
- Wife

## **New Policy**

The caregiver definition now adds the following options:

- Domestic partner, including civil union
- Sister
- Brother

A domestic partner, including civil union, is defined as an adult in a committed relationship with another adult, including both same sex and opposite-sex relationships.

A sister or brother is defined as a child or offspring that has one or both parents in common, by blood, adoption, or marriage.

The following options are no longer included in the caregiver definition:

- Other Elderly Relative
- Other Elderly Non-Relative

Any caregiver relationship that is presently designated as Other Elderly Relative or Other Elderly Non-Relative must be re-designated using a designation from the new list of caregiver relationships. Any caregiver relationship that remains set to these options for the FFY22 federal reporting period is considered missing data.

The AAAs will be responsible for updating consumer records that have caregiver relationships of Other Elderly Relative or Other Elderly Non-Relative. During FFY22, OAAA will provide each AAA with lists of clients with the selected relationships.

## **Correspondence**

### Revised

The following forms are updated to reflect the new OAAPS changes and updates to the service definitions:

- Form 2270, Caregiver Intake
- Form 2276, Intake
- Consumer Needs Evaluation

The revised forms and instructions will be available on the [AAA Forms, Policies and Procedures](#) webpage after October 1, 2021. The updated forms and instructions will also be available in the AAAPPM effective December 2021.

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