



DEPARTMENT OF ECONOMIC SECURITY


Your Partner For A Stronger Arizona

Douglas A. Ducey
Governor

Timothy Jeffries
Director

June 24, 2016

To: Area Agencies on Aging
Achieve Human Services

From: Lynn Larson 
DES Assistant Director
Division of Aging and Adult Services

Subject: State Fiscal Year (SFY) 2017 Revised Allocations

The following ALERTS are attached:

<u>ALERTS</u>	<u>FUND SOURCE/TYPE</u>
ALERT SFY-17-5A	Senior Community Service Employment Program – Revised Allocations for Achieve Human Services
ALERT SFY-17-3B	State General Fund – Supplemental Payment Program Allocations
ALERT SFY-17-7B	State Health Insurance Assistance Program/Senior Medicare Patrol – Revised Allocations for Senior Medicare Patrol
ALERT SFY-17-10A	Policy and Procedures – Ombudsman Policy and Procedures

The ALERTS are subject to change as additional information is received by the Division pertaining to the funding sources identified.

ALERTS are available on the Division website using the link:
<https://www.azdes.gov/daas/alerts>

A SFY 2017 contract operating budget is due to the Division of Aging and Adult Services, (DAAS) Finance and Business Operations Administration by close of business Thursday, July 14, 2016. When developing contract budgets, please round up to whole numbers. Once budgets have been submitted to DAAS, amendments will be prepared.

Should you have any questions regarding the attached ALERTS, please contact your assigned Contract Specialist.

cc: Lynn Larson, Nina Sutton, Bridget Casey, Cam Kowal, Matt LeCrone, Lei Ronda Golden-Grady, Rose Larsen, Cindy Saverino, Darrell Reagan, Pat Emblem, Beth Woods, Jason Bernbaum, John Sours, Ethan Gaye, Alyssa Tattrie, Rebecca Clayton, DAAS file

Division of Aging and Adult Services
ALERT

SFY- 17-3B

**State General Fund
for SFY-2017**

The Division of Aging and Adult Services (DAAS) is in the process of closing the Supplemental Payments Program (SPP), otherwise known as Direct Pay \$70 (DP7) Program. There are currently 83 clients in four Area Agencies on Aging (AAAs) receiving a \$70 check to purchase housekeeping services in lieu of receiving a contracted housekeeping service. The final checks under this program will disbursed in September 2016.

Of the \$78,000 for SPP in SFY 2017, DAAS will retain \$17,430 to issue checks to SPP clients between July and September 2016. AAAs that have SPP clients will be transferring those clients to contracted housekeeping services to replace the SPP checks. The \$60,570 balance will be allocated to the four AAAs with SPP clients to cover expenditures from October 1, 2016 through June 30, 2017. The allocations are based on the number of enrolled SPP clients within each of the four AAAs. After June 30, 2017, all SPP clients will revert to housekeeping clients and their continued services will be determined based on assessment and funding availability.

The following new allocations are made to the AAAs for the period of July 1, 2016 through June 30, 2017:

Area Agency on Aging	Allocation
Area Agency on Agency, Region One, Inc.	\$ 32,838
Pima Council on Aging	\$ 18,974
Pinal/Gila Council for Senior Citizens	\$ 4,379
SouthEastern Arizona Governments Organization	\$ 4,379
Total	\$ 60,570

Funds must be expended by no later than June 30, 2017.

The following service codes will be available for use in association with this funding:

SOW Service Code	Program Code	Service Detail
HSK	HCB	SPP
ATT	HCB	SPP

The SPP allocation has steadily decreased over the years as a result of client attrition. Any savings realized from client attrition was then reallocated to Independent Living Support Services. Beginning in SFY 2018, there will be no set-aside for SPP as these funds will be reallocated to Independent Living Support Services.

Should you have any questions regarding the allocations, please contact your assigned Contract Specialist.



Division of Aging and Adult Services
ALERT

SFY-17-5A

**Senior Community Service Employment Program (SCSEP)
for SFY-2017**

This ALERT applies to Achieve Human Services.

This ALERT is being provided to non-participating regions as information only.

Achieve Human Services

At the close of Program Year 2015/State Fiscal Year 2016 (PY15/SFY16), Achieve Human Services informed the Department of Economic Security, Division of Aging and Adult Services (DES/DAAS) of their intent to discontinue the Senior Community Service Employment Program (SCSEP) contract for Mohave County. However, Achieve Human Services did agree to assist DES/DAAS by continuing to operate and manage the SCSEP in Mohave County through the first quarter of the PY16/SFY17 program year (July 1, 2016 – September 30, 2016) as a new sub-grantee is identified through the State's procurement process.

As a result, approximately 75 percent of the funding from the Achieve Human Services PY16/SFY17 budget will be withheld to facilitate the transition to the new SCSEP service provider for Mohave County. It is anticipated that this transition will take place in October 2016.

DES/DAAS, in partnership with Achieve Human Services, will ensure appropriate strategies are implemented and completed to maintain program integrity, and to allow for a seamless transition.

The transferring of participant files and the sharing of pertinent program information will also take place between Achieve Human Services and the yet to be determined new sub-grantee as the procurement process unfolds and concludes.

The revised funding allocations are included in (Attachment A) of the ALERT.

Should you have any questions regarding the allocation reduction, please contact your assigned Contract Specialist.

STATE GRANTEE: ARIZONA - SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM SFY-17-5A Attachment A
 TRAINING POSITIONS AND FUNDING

July 1, 2016 - June 30, 2017

PY 16 SCSEP (SFY17)	COUNTY	# POSITIONS	TOTALS
REGION 1	Maricopa	44	44
PIMA COUNTY	Pima	9	9
REGION 3	Apache	10	41
	Coconino	9	
	Navajo	14	
	Yavapai	8	
ACHIEVE HS	Mohave	8	8
REGION 5	Gila	6	16
	Pinal	10	
		118	118

PY 16 SCSEP (SFY17)	% OF STATE	CONTRACTED WAGES/FRINGE	SUPPORTIVE SERVICES	ADMINISTRATION	CONTRACT SUB-TOTAL	10% IN-KIND	CONTRACT TOTAL
REGION 1	36%	\$ 330,778.00	\$ 26,084.00	\$ 41,346.00	\$ 398,208.00	\$ 44,246.00	\$ 442,454.00
PIMA COUNTY	8%	\$ 73,507.00	\$ 5,796.00	\$ 9,188.00	\$ 88,491.00	\$ 9,832.00	\$ 98,323.00
REGION 3	35%	\$ 321,589.00	\$ 25,359.00	\$ 40,199.00	\$ 387,147.00	\$ 43,017.00	\$ 430,164.00
ACHIEVE HS	7%	\$ 16,080.00	\$ 1,268.00	\$ 2,010.00	\$ 19,358.00	\$ 2,151.00	\$ 21,509.00
TBD		\$ 48,238.00	\$ 3,804.00	\$ 6,030.00	\$ 58,072.00	\$ 6,452.00	\$ 64,524.00
REGION 5	14%	\$ 128,636.00	\$ 10,144.00	\$ 16,079.00	\$ 154,859.00	\$ 17,207.00	\$ 172,066.00
TOTALS	100%	\$ 918,828.00	\$ 72,455.00	\$ 114,852.00	\$ 1,106,135.00	\$ 122,905.00	\$ 1,229,040.00

**State Health Insurance Assistance Program (SHIP)/Senior Medicare Patrol (SMP)
for SFY-2017**

Senior Medicare Patrol (SMP)

The Division of Aging and Adult Services, through the Senior Medicare Patrol Project – Empowering Seniors to Prevent Health Care Fraud, received a renewal budget grant award in the amount of \$283,384 from the Administration for Community Living for the grant term of June 1, 2016 through May 31, 2017. The SMP grant is now funded under a single funding source, the Health Care Fraud and Abuse Control Act. Also, effective with this award, **no** In-kind matching will be required. In ALERT SFY-16-7B, an initial SMP allocation in the total amount of \$14,413 was issued to cover program activities for June 2016.

The purpose of this ALERT is to fund the remaining 11 months of outreach and service activities. The allocations have been adjusted accordingly based upon 11 months of service. The goal for the SMP project is to empower Medicare beneficiaries to prevent health care fraud through outreach, counseling, and education.

Objectives for this grant term are focused on the following project activities:

- Foster statewide program coverage.
- Conduct specialized recruitment of dual-language volunteers to assist with targeted outreach to non-English speaking populations in the state.
- Improve the efficiency of the SMP project, while increasing results for both operational and quality measures.
- Target training and education to isolated and hard-to-reach populations.

Overall measurable outcomes include:

- Increase volunteer workforce by two African-American volunteers in Maricopa County.
- Increase volunteer workforce by three Hispanic/Latino volunteers in Pima, Cochise, and Yuma Counties (one in each of these counties).
- Increase volunteer workforce by four Native American volunteers, in the Navajo Nation, the Tucson Indian Center, the Phoenix Indian Center, and at the Flagstaff Indian Center (one in each of these entities).
- Develop 15 new formal partnerships, one in each county of the state.
- Distribute at least 7,000 SMP Medical Journals (in English) statewide.
- Distribute at least 2,000 SMP brochures (in Spanish) statewide.
- Conduct a minimum of one community outreach education event (health/senior fairs) per county.
- Conduct a minimum of one group education session (group presentations) per county.
- The statewide goal is to reach out to an estimated 25,000 people through combined community outreach education events and group education sessions.

Division of Aging and Adult Services
SPECIAL ALERT

SFY-17-7B

**State Health Insurance Assistance Program (SHIP)/Senior Medicare Patrol (SMP)
for SFY-2017**

- All Area Agencies on Aging (AAAs) will be required to adhere to the SMP project Scope of Work and the respective Policy and Procedures.

The following revised SMP allocations are being made to each AAA based on Medicare beneficiary population within each of the regions for the months of July 2016 through May 2017:

Area Agency on Aging	Pro-Rated Funding Allocation for the months of July 1, 2016 through May 31, 2017	Pro-Rated SMP Monthly Rate for Period July 1, 2016 through May 31, 2017
Area Agency on Aging Region One, Inc.	\$ 85,352	\$ 7,759
Pima Council on Aging	\$ 27,592	\$ 2,508
Northern Arizona Council of Governments	\$ 16,584	\$ 1,507
Western Arizona Council of Governments	\$ 13,867	\$ 1,260
Pinal/Gila Council for Senior Citizens	\$ 14,009	\$ 1,273
SouthEastern Arizona Governments Organization	\$ 8,433	\$ 766
Inter Tribal Council of Arizona	\$ 2,833	\$ 258
Total	\$ 168,670	\$ 15,331

SMP funds must be expended fully within the grant term year of June 1, 2016 through May 31, 2017. Funds not expended for services provided during this period will NOT be available for services after May 31, 2017.

The following Service Codes will be available for use in association with this funding:

SOW Service Code	Program Code
SHI - SHIP	SMP - SMP

- Service units should be reported and billed as number of client contacts per billing month.
- The AAA must enter all program activities related to the SMP project in the State Health Insurance Assistance Program National Performance Report data system.
- Agency project performance activities will be tracked through the SMP Information and Reporting System data system, which generates the Office Inspector General report for the ACL.
- Performance Requirements and Performance Measures status reports will be issued individually to each AAA Coordinator on a quarterly basis, with the first report to be issued on September 30, 2016.

Should you have any questions regarding the allocations, please contact your assigned Contract Specialist.

Division of Aging and Adult Services
ALERT

SFY-11-10A

**Policy and Procedure
for SFY-2017**

Policy and Procedure ALERTS are intended to notify Area Agencies on Aging (AAAs) of newly developed or revised Division of Aging and Adult Services Policies and Procedures. The following Division of Aging and Adult Services Policy and Procedures have been updated: **Chapter 3000 Services and Programs, Section 3700 Ombudsman Policy and Procedures and Chapter 6000, Aging and Adult Services Glossary.** Please ensure that the appropriate AAAs personnel are aware of these revisions.

Chapter 3000, Section 3700 provides an outline of the Division of Aging and Adult Services (DAAS) Ombudsman Policy and Procedures which go into effect July 1, 2016.

The current Policy and Procedures (Attachment A) can be accessed at

https://des.az.gov/sites/default/files/polpro_ch3000-011_s3700%283%29.pdf

Chapter 6000, the Aging and Adult Services Glossary, has also been revised (Attachment B) and can

be accessed at. https://des.az.gov/sites/default/files/polpro_ch6000_glossary.pdf

Should you have questions regarding the Ombudsman Policy and Procedures, please contact Lizabeth Woods at (602)542-6454 or via email at LizabethWoods@azdes.gov.

3700 Long-Term Care Ombudsman Program

3701 Overview

- 3701.1 This section provides an outline of the Division of Aging and Adult Services operational policies and procedures for the Long-Term Care Ombudsman Program (LTCOP). This policy section is subject to change as additional information and/or regulations are received from the U.S. Department of Health and Human Services, ACL/AoA.
- 3701.2 The Division of Aging and Adult Services, through its contracts with the Area Agencies on Aging (AAA) shall develop, monitor and enforce policies and procedures governing the LTCOP. LTCOP services may be provided by contract with a regional public agency or a nonprofit organization.
- 3701.3 The LTCOP exists to protect the human and civil rights of residents of long-term care (LTC) facilities, and to promote autonomy through individual and collective advocacy efforts to enhance quality of life and care in LTC facilities. The LTCOP is a resident centered advocacy program.

3702 Authority and Statutory Requirement

3702.1 The LTCOP is authorized and governed by the following statutes and regulations:

- A. Older Americans Act of 1965 (as amended in 2006) P.L. 106-501, §307(9), §711-13
http://www.aoa.gov/AoARoot/AoA_Programs/OAA/oa_full.asp
- B. A.R.S. §46-452.01 and A.R.S. §46-452.02
<http://www.azleg.state.az.us/ArizonaRevisedStatutes.asp?Title=46>
- C. Division of Aging and Adult Services Long-Term Care Ombudsman Manual 2011
<https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1188AMANNA.pdf>
- D. Division of Aging and Adult Services Long-Term Care Ombudsman Volunteer Manual 2011
<https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1189AMANNA.pdf>

3702.2 The AAA must ensure that providers comply with the following:

- A. A fingerprint based criminal background check shall be completed at time of hire, or as a result of reassignment after hire, on employees and volunteers who have direct contact with vulnerable individuals, including those who are mentally disabled, frail, or have a chronic disease that puts them at risk for abuse (see A.R.S. §46-141). See also the Arizona Department of Economic Security Special Terms and Conditions - Professional Services/Optional Auto/Children-Vulnerable Adult/Bonding AAA, section 5.

3703 Operational Procedures for Ombudsman Services

3703.1 The LTCOP offers the following services:

- A. Information and referral
- B. Community education
- C. In-service education to facility staff
- D. Issues advocacy

3703.2 Provide a complaint resolution process which assures date of initial contact with a resident, resident representative, and/or the complainant, as appropriate, within 2 business days of receipt for all complaints received.

3703.3 Provide a complaint resolution process which assures the prioritization of handling urgent requests from complainants and the Office of the State Long-Term Care Ombudsman (OSLTCO).

3703.4 Follow established quarterly visitation schedules to include all LTC facilities within the AAA region or as established by contract.

3703.5 Provide technical support for the development of resident and family councils.

3703.6 Make referrals to other governmental and/or community agencies, as appropriate.

3703.7 Identify, investigate, and resolve complaints made by, or on behalf of, residents that relate to action, inaction, or decisions, that may adversely affect the health, safety, welfare, or rights of the residents.

3703.8 Assist residents in identifying their rights under state and federal law and obtaining the rights and services to which they are entitled.

3703.9 Identify appropriate contractors of services and existing resources, and refer residents, complainants, and others to appropriate resources.

3703.10 Monitor referrals that are made to ensure service delivery.

3703.11 Assist residents and other individuals in removing barriers, including language and cultural barriers, which prevent them from meeting identified needs.

3703.12 Provide follow-up and coordination procedures that are standardized to ensure quality service delivery that is timely.

3703.13 Follow established procedures for recording client contacts and accepting individual complaints, concerns, and requests for assistance.

3703.14 Maintain and advertise a phone number for use by complainants.

3703.15 Promote the Regional LTCOP by providing information, technical assistance, and education in all LTC facilities and communities throughout the region to increase visibility of the program.

3703.16 Provide education, training, and technical assistance to citizen's groups, the general public, local volunteer groups, human services workers, LTC facility staff, and others involved in the LTC industry concerning residents' rights and related issues.

3704 Operational Procedures and Duties of the Regional Ombudsman Program Coordinator

3704.1 The Regional Ombudsman Program Coordinator (ROPC) will be limited in geographic scope to the area specified in the approved plan for the contracted service provider.

3704.2 In administering the Regional LTCOP, the ROPC is responsible for the following activities within a region:

- A. Recruiting, screening, interviewing, selecting, training, testing, managing, and providing technical support to each Regional Ombudsman (RO) and Volunteer Ombudsman (VO) in the region.
- B. Ensuring that each RO and VO follows related policies and procedures, rules, and laws of the program.
- C. Ensuring that each RO and VO remains eligible for re-designation, and that all related documentation is maintained within the Regional Ombudsman Coordinator file, as required in this chapter.
- D. Training will be provided to RO and VO at least annually on the Older Americans Act, to include updates on changes in the law.
- E. Receiving, investigating, and resolving complaints.
- F. Representing the interests of residents before government agencies to protect their health, safety, welfare and rights.
- G. Seeking legal, administrative, and other remedies on behalf of residents.
- H. Analyzing, commenting on, and monitoring the development of laws, regulations, policy and actions pertaining to LTC residents.
- I. Supporting the development of resident and family councils.
- J. Providing information, consultation, and education to residents, families, LTC facility staff, and to the greater community.
- K. Making referrals to other governmental and/or community agencies, as appropriate.
- L. Reporting program issues directly to the OSLTCO.
- M. Submitting monthly NORS database reports prior to or by the due date of the 25th of the following month, and ensuring the accuracy of the contents of these reports.

- N. Responding to request for information made by the OSLTCO in a timely fashion.
- O. Participating in scheduled conference calls and tri-annual meetings hosted by the OSLTCO.

3704.3 The ROPC may delegate the following duties to a representative of the OSLTCO within the region:

- A. Receiving, investigating, and resolving complaints.
- B. Representing the interests of residents before government agencies to protect their health, safety, welfare, and rights.
- C. Seeking legal, administrative, and other remedies on behalf of residents.
- D. Analyzing, commenting on, and monitoring the development of laws, regulations, policy, and actions pertaining to LTC residents.
- E. Supporting the development of resident and family councils.
- F. Providing information, consultation, and education to residents, families, LTC facility staff, and to the greater community.
- G. Making referrals to other governmental and/or community agencies, as appropriate.
- H. Recruiting, screening, interviewing, selecting, training, testing, managing, and providing technical support to each RO and VO.
- I. Participating in scheduled conference calls and tri-annual meetings hosted by the OSLTCO.

3705 Operational Procedures for Screening for Conflicts of Interest

3705.1 The organizational placement of the LTCOP and the individuals who carry out the duties of the Program must be free from Conflicts of Interest.

3705.2 Organizational Conflicts of Interest include, but are not limited to, placement of the LTCOP, or requiring that an LTCO perform conflicting activities, in an organization that:

- A. Is responsible for licensing, surveying, or certifying long-term care facilities;
- B. Is an association (or an affiliate of such an association) of long-term care facilities, or of any other residential facilities for older individuals or individuals with disabilities;
- C. Has ownership or investment interest in, or receives grants or donations from a long-term care facility;
- D. Has governing board members with any ownership, investment or employment interest in long-term care facilities;

- E. Provides long term care to residents of long-term care facilities or the operation of programs which control access to or services for long-term care facilities;
- F. Provides long-term care coordination or case management for residents of long-term care facilities;
- G. Sets reimbursement rates for long-term care facilities;
- H. Provides adult protective services;
- I. Is responsible for eligibility determinations regarding Medicaid or other public benefits for residents of long-term care facilities;
- J. Conducts preadmission screening for long-term care facility placements;
- K. Makes decisions regarding admission or discharge of individuals to or from long-term care facilities; or
- L. Provides guardianship, conservatorship, or other fiduciary or surrogate decision-making services for residents of long-term care facilities.

3705.3 Organizational Prohibited Conflicts of Interest (cannot be remedied):

- A. Is responsible for licensing, surveying, or certifying LTC facilities;
- B. Is an association (or an affiliate of such an association) of LTC facilities;
- C. Has any ownership, operational or investment interest in a LTC facility.

3705.4 Operational Procedures to disclose Organizational Conflicts of Interest

The Organization must:

- A. Take reasonable steps to avoid conflicts of interest;
- B. Report in writing any identified conflict of interest to the OSLTCO within one business day after identification of the conflict;
- C. The OSLTCO will review the conflict of interest to determine if a waiver can be given;
- D. Waivers will be determined on a case-by-case basis; and
- E. Written responses will be provided to the Organization within 30 days of receipt of request.

3705.5 Individual conflicts of interest for LTCO and members of their immediate family include, but are not limited to:

- A. Direct involvement in the licensing or certification of LTC facilities or of a provider of a long-term care service;

- B. Ownership, operational or investment interest (represented by equity, debt, or other financial relationship) in an existing or proposed long-term care facility or long-term care service;
- C. Employment of an individual by, or participation in the management of, a long-term care facility in the service area or by the owner or operator of any long-term care facility in the service area (or long-term care service);
- D. Receipt of, or right to receive, either directly or indirectly, remuneration (in cash or in kind) under a compensation arrangement with an owner or operator of a LTC facility
- E. Accepting gifts or gratuities of significant value from a long-term care facility or its management, a resident or a resident's representative of a long-term care facility in which the LTCO provides services except where there is a personal relationship with a resident or resident representative which is separate from the individual's role as LTCO
- F. Accepting money or any other consideration from anyone other than the Office, or an entity approved by the Ombudsman, for the performance of an act in the regular course of the duties of the LTCO without approval from the OSLTCO
- G. Serving as guardian, conservator or in another fiduciary or surrogate decision-making capacity for a resident of a long-term care facility in which the LTCO provides services
- H. Servicing residents of a facility in which an immediate family member resides
- I. Has the potential to undermine the impartiality of the LTCO because of the possibility of a clash between the LTCO self-interest, professional interest or public interest while providing services to residents of LTC settings.

3705.6 Individual Prohibited Conflicts of Interest (cannot be remedied):

- A. Has direct involvement in licensing, surveying, or certifying LTC facilities;
- B. Has any ownership, operational, or investment interest in a LTC facility;
- C. Is currently employed by or participating in the management of a LTC facility; and
- D. Receipt of, or right to receive remuneration from a LTC facility or its management.

3705.7 Each ROPC, RO, and VO shall sign a Conflict of Interest Statement form (Exhibit 3000D) prior to designation, and then again every 12 consecutive months, or when any change in status occurs. Copies of this form must be sent to the OSLTCO prior to designation and every 12 consecutive months thereafter, and at any time there is a change in status.

3705.8 The ROPC will report in writing any identified conflict of interest to the OSLTCO within one business day after identification of the conflict.

3705.9 The OSLTCO will review the conflict of interest to determine if a waiver can be given.

- A. Waivers will be determined on a case-by-case basis.
- B. Written responses will be provided to the ROPC within 30 days of receipt of the request.
- C. For conflicts of interest that cannot be remedied or removed, the OSLTCO will issue a written response to the recipient, stating reasons for de-designation.

3706 Operational Procedures for access to a facility, resident, and resident records

3706.1 LTCO shall have timely access to:

- A. Enter all long-term care facilities at any time during a facility's regular business or visiting hours; and at any other time when access may be required by the circumstances to be investigated;
- B. All residents to perform LTCO functions and duties;
- C. The name and contact information of the resident representative, if any, where needed to perform LTCO functions and duties;
- D. Medical, social, and other records relating to a resident, if:
 - 1. The resident or resident representative communicates informed consent to the access and the consent is given in writing or through the use of auxiliary aids and services;
 - 2. The resident or resident representative communicates informed consent orally, visually, or through use of auxiliary aids and services, and such consent is documented contemporaneously by a LTCO;
 - 3. Access is necessary in order to investigate a complaint, the resident representative refuses to consent to the access, a LTCO has reasonable cause to believe that the resident representative is not acting in the best interest of the resident, and the LTCO obtains the approval of the OSLTCO;
- E. Long-Term Care Facility Administrative records, policies, and documents to which the residents have or the general public has access; and
- F. Copies of all licensing and certification records maintained by the State with respect to long-term care facilities.

3706.2 Health Insurance Portability and Accountability Act (HIPPA) does not preclude release by covered entities of resident private health information or other resident identifying information to the LTCOP, including but not limited to residents' medical, social, or other records, a list of resident names and room numbers, or information collected in the course of a state or federal survey or inspection process.

3707 Operational Policy and Procedures for Complaint Processing

3707.1 Regardless of the complaint source, the LTCOP:

- A. Serves the resident of the long-term care facility;
- B. Shall investigate a complaint, including but not limited to a complaint related to abuse, neglect, or exploitation, for the purposes of resolving the complaint to the resident's satisfaction and of protecting the health, welfare, and rights of the resident.
- C. Does not substantiated abuse, neglect, or exploitation; and
- D. May identify, investigate, and resolve a complaint impacting multiple or all facility residents.

3707.2 The LTCOP must support and maximize resident participation in the resolution process as follows:

- A. Offer privacy to the resident for the purposes of confidentiality;
- B. Personally discuss the complaint with the resident in order to:
 - 1. Determine the resident's perspective of the complaint;
 - 2. Request the resident to communicate informed consent in order to investigate the complaint;
 - 3. Determine the wishes of the resident with respect to resolution of the complaint, including whether the allegations are to be reported and, if so, whether the Ombudsman may disclose resident identifying information or other relevant information to the facility and/or appropriate agencies;
 - 4. Advise the resident of the resident's rights;
 - 5. Work with the resident to develop a plan of action to resolve the complaint;
 - 6. Investigate the complaint to determine whether the complaint can be verified; and
 - 7. Determine whether the complaint is resolved to the satisfaction of the resident.
- C. Serving residents who are unable to communicate informed consent:
 - 1. The LTCOP can work with an appropriate resident representative to communicate or make determinations on behalf of the resident related to complaint processing, but the extent of the authority that has been granted to the resident representative under court order, by power of attorney, or other document by which the resident has granted authority to the

representative, or under other applicable state or federal law, must be determined.

2. If the resident is unable to communicate informed consent, and has no resident representative available to do so, the LTCOP:
 - a. works to resolve the complaint in order to protect the resident's health, safety, welfare, and rights; and
 - b. determines whether the complaint was resolved to the satisfaction of the complainant

3707.3 The LTCOP may provide information regarding the complaint to another agency in order for such agency to substantiate the facts for regulatory, protective services, law enforcement or other purposes so long as the LTCOP adheres to the disclosure requirements. See Section 3706.7

3708 Operational Procedures for the Disclosure of Files, Records, and Other Information Maintained by the LTCO

3708.1 Disclosure of files, record, and other information maintained by the LTCO, including the name of a resident or a complainant with whom the program has had intervention, is confidential information and may be revealed only under the following circumstances:

- A. The resident, resident representative, or complainant gives consent to the disclosure in writing; or through use of auxiliary aids and services;
- B. The complainant, resident, and/or resident representative gives consent orally or through the use of auxiliary aids and services and such consent is documented contemporaneously by a LTCO on the Division of Aging and Adult Services Case Notes form (see Exhibit 3700B); or
- C. The disclosure is required by court order.

3708.2 Residents, complainants, and/or resident representatives may be asked to complete the Division of Aging and Adult Services Authorization for Release of Confidential Information and Representation form prior to disclosure of information (Exhibit 3700A).

3708.3 Subpoenas received by a Regional LTCOP shall be faxed to the OSLTCO within one business day of receipt by the ROPC. The original document shall be sent to the OSLTCO thereafter.

- A. Representatives of the OSLTCO shall not discuss with the requesting attorney, his/her staff, or any other inquirer, any information requested in the subpoena or any information related to the case, including the extent of the LTCOP's involvement in the case.
- B. The OSLTCO will, upon receipt of the subpoena, forward it to the Office of the Attorney General State of Arizona, Child and Family Protection Unit within one business day for processing.

3708.4 Court orders received by a ROPC Coordinator, RO, or VO shall be faxed to the OSLTCO within one business day of receipt. The original document shall be sent to the OSLTCO thereafter. The OSLTCO will contact the Office of the Attorney General State of Arizona, Child and Family Protection Unit regarding the processing of the court order.

3708.5 Disclosure Procedures for Complaint Processing:

- A. Information regarding a complaint may be provided to another agency to substantiate facts for regulatory, protective services, law enforcement, or other purposes so long as the LTCOP adheres to the following disclosure requirements:
 - 1. Resident or resident representative goals are for regulatory, protective services or law enforcement action, and the resident or resident representative has communicated informed consent to the LTCOP. The LTCOP must assist the resident or resident representative in contacting the appropriate agency and/or disclose the information to the appropriate agency; and
 - 2. Resident or resident representative goals can be served by disclosing information to a facility representative and/or referrals to an entity other than regulatory, protective service, or law enforcement action. The LTCOP may assist the resident or resident representative in contacting the appropriate facility representative/entity, provide information how the resident or resident representative may obtain contact information of such facility representative or entities or disclose the information for which the resident has provided consent to an appropriate facility representative or entity.
- B. The LTCOP shall not report suspected abuse, neglect, or exploitation when the resident has not communicated informed consent, despite the state's mandatory abuse reporting law.
- C. The LTCOP may refer the matter and disclose resident-identifying information without consent to appropriate agencies for regulatory oversight, protective services, access to administrative, legal or other remedies, and/or law enforcement action in the following circumstances:
 - 1. The resident is unable to communicate informed consent to the LTCO;
 - 2. The resident has no resident representative;
 - 3. The LTCO has reasonable cause to believe that an action, inaction or decision by the resident representative may adversely affect the health safety welfare or rights of the resident;
 - 4. The LTCO has no evidence indicating that the resident would not wish a referral to be made;

5. The LTCO has reasonable cause to believe that it is in the best interest of the resident to make a referral;
6. The ROPC obtains the approval of the OSLTCO.

3708.6 Disclosure procedures when the LTCO personally witnesses suspected abuse, gross neglect, or exploitation of a resident:

- A. The LTCO shall report suspected abuse, gross neglect, or exploitation, open a case, follow the complaint resolution procedures, refer the matter, and disclose identifying information to the management of the facility where resident resides and/or to agencies for substantiation of abuse, gross neglect, or exploitation when:
 1. LTCO has received informed consent from the resident or resident representative, when resident is unable to give informed consent, to disclose identifying information to appropriate agencies; or
 2. The resident is unable to communicate informed consent and has no resident representative available to provide informed consent so long as:
 - a. there is no evidence indicating resident would not wish disclosure;
 - b. the Ombudsman has reasonable cause to believe that disclosure would be in the best interest of the resident; and
 - c. the ROPC obtains the approval of the OSLTCO.

3709 Operational Procedures for Ombudsman Legal Representation & Liability

- 3709.1** The official duties as specified in the Arizona Revised Statute and the Older Americans Act of 1965, when performed in good faith, are considered state conduct or action. Official duties are as defined in the Older Americans Act of 1965, as amended in 2000, §712 (a) (5) (A) and (B). Official duties are also those as defined in A.R.S. §46-452.02.B.
- 3709.2** Representatives of the OSLTCO performing actions of official duties of their position are provided state legal representation.
- 3709.3** Representatives of the OSLTCO performing action outside of the official duties specified will be interpreted as performing unauthorized action.
- 3709.4** Representatives of the OSLTCO performing unauthorized action are not provided state legal representation and may be open to personal liability.
- 3709.5** Representatives of the OSLTCO performing unauthorized action may be subject to de-designation, as described in Section 3711.

3710 Operational Procedures for Ombudsman Designation

- 3710.1** During the application process and before beginning training, the ROPC, or his or her designee, shall conduct an interview with each applicant during which the applicant will be informed of the long-term care ombudsman role and responsibilities and the following will

be reviewed: the Conflict of Interest Statement, all requirements for designation and re-designation, program policies regarding de-designation, and all other expectations of the program. For an applicant applying to be a VO, the ROPC must ensure that at least three reference checks have been performed with use of the Volunteer Reference Check form and that the applicant has completed the Volunteer Application form (Exhibits 3700I and 3700G). These files are to be maintained by the Regional LTCOP.

3710.2 The following are program requirements for designation:

- A. Satisfactory completion of all training and testing requirements as described in Section 3709;
- B. Freedom from conflict of interest as demonstrated by signing the Conflict of Interest Statement form (Exhibit 3700D);
- C. Documentation of a negative Mantoux skin test or other tuberculosis screening test recommended by the U.S. Centers for Disease Control and Prevention (CDC) administered within 12 months before the date the individual begins providing services that includes the date and the type of tuberculosis screening test; or, if the individual had a positive Mantoux skin test or other tuberculosis screening test, a written statement that the individual is free from infectious tuberculosis signed by a medical practitioner dated within 12 months before the date the individual begins providing services. This documentation or statement shall be maintained by the Regional LTCOP. This applies to each ROPC, RO, and VO that expects to have direct interaction with a resident for more than eight hours per week. The ROPC retains the right to require initial testing of all VO applicants within his or her region prior to designation;
- D. Completion of a fingerprint criminal history background check as defined by A.R.S. §46-141; and
- E. Completion of all required state and AAA paperwork, including completion of the Volunteer Commitment form (Exhibit 3700J).

3710.3 The ROPC, or his or her designee, shall submit the completed Ombudsman Designation Checklist (Exhibit 3700C) and the Conflict of Interest Statement (Exhibit 3700D) to the OSLTCO certifying that all program requirements have been met by the applicant.

3710.4 When all requirements have been met and the necessary documents have been received, the OSLTCO may designate the applicant as a representative of the OSLTCO.

3710.5 The OSLTCO will issue by mail a state of Arizona photo identification badge to the ROPC which is to be carried at all times while acting as a representative of the OSLTCO.

3711 Operational Procedures for Initial Ombudsman Training and Testing

3711.1 The OSLTCO will develop and keep current a uniform core training curriculum based on model standards as established by the National Ombudsman Resource Center and as

supported by the Administration on Aging. The minimum 16-hour core curriculum shall consist of the following content:

- A. LTC Ombudsman Program Responsibility;
- B. History and Roles of the Program;
- C. Ethics;
- D. Gerontology/Aging Process and Common Illnesses and Conditions;
- E. Mental Illness, Dementia, and Substance Abuse Problems;
- F. Developmental and Physical Disabilities;
- G. LTC System;
- H. Legal Systems;
- I. Regulatory Requirements of LTC Settings;
- J. Resident Rights;
- K. Communication;
- L. Techniques of Complaint Process/Investigation;
- M. Federal and State applicable Laws and Regulations;
- N. Problem Solving and Resolution;
- O. Medicare and Medicaid;
- P. Confidentiality of Records;
- Q. Resident Records;
- R. Community Resources;
- S. Documentation;
- T. NORS Data Reporting / DES LTC Ombudsman Database;
- U. Volunteerism (applies only to ROPCs); and
- V. Maintaining Ombudsman Records (applies only to ROPCs).

3711.2 The OSLTCO will develop, keep current, and provide to ROPCs, the Ombudsman Designation Examination, a uniform examination based on model standards established by the National Ombudsman Resource Center and supported by the Administration on Aging.

3711.3 For the purposes of designation, initial training and testing of ROPCs will be provided by the OSLTCO.

- 3711.4 For the purposes of designation, initial training and testing of ROs and VOs will be provided by ROPCs.
- 3711.5 Applicants must pass the Ombudsman Designation Examination with a score of at least 70 points. The Ombudsman Designation Examination must be passed within three months of completion of the initial 16 hours of core-curriculum training. Applicants may take the test no more than two times during this period to achieve the required minimum score. Requests for reasonable accommodations shall be sent to the OSLTCO by ROPCs and the OSLTCO will provide reasonable accommodations where appropriate.
- 3711.6 ROPCs will provide a minimum of 16 hours of core-curriculum training and four hours of in-the-field training to the applicant.
- 3711.7 The ROPC will use the Ombudsman Designation Checklist (Exhibit 3700C) and Training Record (see Exhibit 3700H) for each individual. This original record is to be placed in the individual's personnel file along with graded Ombudsman Designation Examination(s). Copies of the completed Ombudsman Designation Checklist and the Conflict of Interest Statement are to be sent to the OSLTCO for designation consideration.
- 3711.8 Use of the National Ombudsman Resource Center Online Curriculum during the initial training process is left the discretion of each Regional LTCOP. If utilized, this training may be counted as 5 of the 16 hours of core curriculum training, and should be documented in each applicant's Training Record (Exhibit 3700H). Use of this training does not diminish a ROPCs responsibility to ensure that all core curriculum training has satisfactorily provided.

3712 Operational Procedures for Ombudsman Re-Designation

- 3712.1 The following are program requirements for re-designation, which shall occur during the twelfth month after initial designation and then again during every 12 consecutive months:
- A. Remain free of conflict of interest as evidenced by reviewing and signing the Conflict of Interest Statement (Exhibit 3700D) if a change in status occurs or at least once every 12 consecutive months.
 - B. Documentation of a negative Mantoux skin test or other tuberculosis screening test recommended by the CDC administered to the individual within 30 calendar days before or after the anniversary date of the most recent tuberculosis screening test or written statement that includes the date and the type of tuberculosis screening test; or, if the individual has had a positive Mantoux skin test or other tuberculosis screening test, a written statement that the individual is free from infectious tuberculosis signed by a medical practitioner dated within 30 calendar days before or after the anniversary date of the most recent tuberculosis screening test or written statement. This documentation or statement shall be maintained by the Regional LTCOP. This applies to each ROPC and RO, and VO that expects to have direct interaction with a resident for more than eight hours per week. The ROPC retains the right to require annual testing of all designated VOs within his or her region.

- C. Each RO and VO shall complete at least eight hours of in-service training annually. This training will be provided and/or approved in advance by the ROPC for each region.
- D. Each ROPC shall complete at least 12 hours of in-service training annually.
- E. Each ROPC and RO shall attend at least one outside training each year to increase knowledge and networking capabilities. Proof of outside training completion must be maintained by the Regional LTCOP.
- F. Continue to demonstrate the ability to carry out the duties of the office.
- G. All representatives of the OSLTCO must remain in compliance with federal and state law, local policies and procedures, and LTCOP Policies and Procedures.

3712.2 The ROPC and the OSLTCO shall work together to provide opportunities to meet the required eight hours of annual in-service training for each RO and VO.

3712.3 The ROPC shall submit to the OSLTCO a completed Ombudsman Re-designation Checklist (Exhibit 3700L) which certifies that all re-designation requirements have been met by the representative of the OSLTCO within that region, along with a copy of the completed Conflict of Interest Statement form (Exhibit 3700D), no later than 12 consecutive months following designation or re-designation.

3712.4 All training, including any outside training, is to be outlined on a Training Record form (Exhibit 3700H) for each representative of the OSLTCO, and is to be maintained by the Regional LTCOP.

3712.5 The ROPC may elect to allow a VO to take a leave of absence, for a variety of reasons, and, if so, shall document the terms of this leave of absence and shall attach the documentation to the Volunteer Commitment form (Exhibit 3700J).

3712.6 The ROPC shall utilize the Volunteer Performance Evaluation form with each VO no later than six months after designation, and again upon annual re-designation (Exhibit 3700K). These completed forms are to be maintained by the Regional LTCOP.

3712.7 In the event that a RO or VO does not meet all requirements for re-designation as listed in this chapter within two months following the month of re-designation, the ROPC shall place the RO or VO on an evaluation period until all requirements are met. During this evaluation period, which may last no more than one month, the RO or VO may not represent the LTCOP in any way or perform actions of official duties of the position. If, at the end of the period, program requirements for re-designation are still not met, the ROPC must complete the Ombudsman De-designation Recommendation form and send it to the OSLTCO immediately.

3712.8 In the event that a ROPC does not meet all requirements for re-designation, the OSLTCO will contact the ROPC and/or the AAA to remedy the situation.

3713 Operational Procedures for Ombudsman De-designation

- 3713.1 The ROPC and/or the AAA may recommend de-designation of a RO or VO to the OSLTCO. Any representative of the OSLTCO may voluntarily resign from the LTCOP.
- 3713.2 No representative of the OSLTCO shall be de-designated without cause. Actions that may result in de-designation include the following, but are not limited to:
- A. Failure of the individual to meet and/or maintain the criteria for certification;
 - B. Deliberate failure of the individual to disclose any conflict of interest or the existence of an un-remedied conflict of interest;
 - C. Violation of confidentiality requirements;
 - D. Failure to provide adequate and appropriate services to LTC residents;
 - E. Falsification of records; and
 - F. Failure to act in accordance with applicable federal and state laws, rules, regulations, and policies.
- 3713.3 The ROPC or AAA will submit a written recommendation utilizing the Ombudsman De-designation Recommendation form (Exhibit 3700M), that includes any and all remedial actions that have been implemented and the results from such attempted actions, with any relevant documentation, to the OSLTCO.
- 3713.4 When the Ombudsman De-designation Recommendation form and any related documentation is received, the OSLTCO will consult with the ROPC and/or the AAA to discuss the recommendation, and may request that other remedial actions be put in place to prevent de-certification.
- 3713.5 If an attempt at remedial action is unsuccessful and cause still exists, the OSLTCO may de-designate, as appropriate, and will inform the ROPC and/or the AAA of this action in writing. The OSLTCO will provide written notice to inform the de-designated representatives of the OSLTCO that cause has been established and set forth the effective date of the de-designation. The notice will include a grievance process for the receipt and review of grievances regarding the determinations of the OSLTO.
- 3713.6 If the de-designation results in the absence of LTCOP services in a service area, the OSLTCO and ROPC and/or the AAA shall arrange for the provision of LTCOP services until the absence is filled.
- 3713.7 The ROPC and/or AAA must ensure that a de-designated representative abides by the following:
- A. Surrender the state of Arizona Ombudsman photo identification badge immediately to the ROPC and/or the AAA. The ROPC and/or the AAA shall return the surrendered badge to the OSLTCO;
 - B. Cease to identify himself/herself as representative of the OSLTCO; and

- C. Maintain confidentiality regarding events witnessed and/or experienced while performing duties as a representative of the OSLTCO.

37183.8 The OSLTCO will have the authority to de-designate a ROPC, RO, or VO when cause has been determined and the AAA has been unable to remedy the situation.

3714 Complaint, Administrative Review, and Appeals

3714.1 This provides an outline for the Division of Aging and Adult Services operational principles and procedures on minimum standards that must be included in policies and procedures developed by Area Agency on Aging which address an individual or their responsible person's (hereafter referenced as individual) complaint, administrative review, and appeals process. This policy is subject to change based upon revisions of the Arizona Administrative Code.

3715 Operational Procedures for Area Agency on Aging Requirements

3715.1 Area Agency on Aging shall develop and maintain policies and procedures which address complaints, complaint resolutions, and appeals procedures filed by individuals who apply for or receive services funded under an approved Area Plan on Aging.

3715.1 Area Agency on Aging shall develop and maintain policies and procedures which address complaints, complaint resolutions, and appeals procedures filed by individuals who apply for or receive services funded under an approved Area Plan on Aging.

3715.2 Area Agency on Aging shall ensure that the policies and procedures include the following components:

- A. Information about the individual's legal rights regarding making a complaint(s) arising from the delivery of services, including, but not limited to: ineligibility determination, reduction of services, suspension or termination of services, or for the quality of services. The Area Agency on Aging or entity that such agency has contracted with (hereafter referenced as service providers), must provide written notification of these rights and applicable procedures to individuals who apply for or receive services funded under an approved Area Plan on Aging;
- B. The opportunity to exercise appeal rights as defined by applicable laws, rules, and regulations. The Area Agency on Aging or service provider must provide written notification of these rights and applicable procedures to individuals who apply for or receive services funded under an approved Area Plan on Aging;
- C. Assistance in making informed decisions regarding this process;
- D. Written notification that service provision will not be reduced, suspended, or terminated prior to a hearing decision from the appropriate hearing entity, if applicable, unless termination, suspension, or reduction was due to funding no longer being available or it was determined that the personal safety of workers providing services was at risk. See also Section 3127.3; and

- E. Written documentation of the complaint, attempts to resolve, and outcome of the complaint and/or appeal must be retained in the individual's file at the Area Agency on Aging and/or service provider.

3716 Operational Procedures for Complaints

3716.1 An Area Agency on Aging shall establish, and monitor that service providers also adopt, written procedures for which to accept a client complaint and the process for which resolution is to be achieved. The written procedure shall be given to clients.

The procedure should include the following components:

- A. Allow for a client to attempt to resolve complaints at the level where the incident occurred, which may include an opportunity for an informal meeting to resolve the complaint;
- B. If the client's complaint is with the service provider, the client shall first file a written complaint with that service provider within 15 days. The service provider shall respond to the complaint in writing within 30 days;
- C. If the service provider takes no action to resolve the complaint within 30 days, or if the client perceives the complaint is unsatisfactorily resolved, the client shall file a complaint in writing to the Area Agency on Aging within 15 days from the issuance of the service provider's written response;
- D. Upon receipt of a client complaint, the Area Agency on Aging will objectively review and investigate the complaint, and attempt to resolve the complaint informally. If an informal resolution cannot be reached, the Area Agency on Aging shall issue its written decision within 30 days of the date the complaint was filed with the Area Agency on Aging; or

If the client's complaint is with the Area Agency on Aging, the Area Agency on Aging will attempt to resolve the complaint informally. If an informal resolution cannot be reached, the Area Agency on Aging shall issue its written decision within 30 days of the date the complaint was filed with the Area Agency on Aging;
- E. If the Area Agency on Aging takes no action to resolve the complaint within 30 days, or if the client perceives the complaint is unsatisfactorily resolved, the client shall file a request for Administrative Review from the DES, Division of Aging and Adult Services Assistant Director within 30 days from the issuance of the Area Agency on Aging's written response, in accordance with section 1923.1; and
- F. Written documentation of the complaint, attempts to resolve the complaint and outcome must be documented in the individual's file at the Area Agency on Aging and/or service provider.

3717 Operational Procedures for an Administrative Review resulting from a Complaint or Service Provider

3717.1 If no resolution to the complaint at the Area Agency on Aging level is possible as identified in section 1922, the individual or service provider has the right to file a request for an Administrative Review with the Department of Economic Security, Division of Aging and Adult Services Assistant Director, or designee. An Area Agency on Aging may also request an Administrative Review if the Division disapproves an Area Plan or plan amendment or to withdraw the Area Agency on Aging's designation.

- A. The request for an administrative review must be submitted in writing to the Department of Economic Security within 30 days after the mailing date of the Area Agency on Aging's decision. The request shall be directed to:

Assistant Director
Division of Aging and Adult Services Department of Economic Security,
P.O. Box 6123 Phoenix, Arizona 85005

- B1. If the Administrative Review is requested by the individual, the Division's Assistant Director or designee shall schedule an administrative review conference to meet with the individual and the service provider and/or Area Agency on Aging. At the administrative review conference, the parties involved may review pertinent evidence on which the action was based; or
- B2. If the Administrative Review is requested by the service provider, the Division's Assistant Director or designee shall schedule an administrative review conference to meet with the services provider and the Area Agency on Aging. At the administrative review conference, the parties involved may review pertinent evidence on which the action was based; or
- B3. If the Administrative Review is requested by the Area Agency on Aging, the Division's Assistant Director or designee shall schedule an administrative review conference to meet with the Area Agency on Aging. At the administrative review conference, the Area Agency on Aging may review pertinent evidence on which the action was based;
- C. The Division's Assistant Director or designee shall issue a decision in writing within 60 days of the filing of the request for administrative review;
- D. The written determination and related documentation will be maintained by the Department of Economic Security, Division of Aging and Adult Services in accordance with its record retention policy.

3718 Operational Procedures for Appeals and Hearings

Operational Procedures for Appeals and Hearings

The individual has the right to appeal the Department of Economic Security, Division of Aging and Adult Services decision and request a hearing in accordance with Arizona Administrative Code R6-5-2404. The request shall be directed to:

Assistant Director
Division of Aging and Adult Services
Department of Economic Security
P.O. Box 6123 Phoenix, Arizona 85005

3719 Operational Procedures for Ombudsman Reporting Requirements

- 3719.1** The AAA shall collect program data and ensure the maintenance of records as defined in the Aging and Adult Administration Policy Section 1600.
- 3719.2** All representatives of the OSLTCO shall utilize all program forms appropriately as specified within this chapter, and/or by the OSLTCO, and any other form as requested by the OSLTCO.
- 3719.3** Collect accurate data for needs assessments, program evaluation, and reporting.
- 3719.4** Input information from each Ombudsman Case form (Exhibit 3700F) into the web-based DES LTC Ombudsman Database no later than the end of the month in which the case was closed.
- 3719.5** Complete Monthly Data Collection Reports (Exhibit 3700E) and input information from this report into the web-based DES LTC Ombudsman Database no later than the 25th of the following month.
- 3719.6** Maintain compliance with the National Ombudsman Reporting System and Arizona state reporting requirements to collect and analyze data relating to complaints and conditions in LTC facilities.
- 3719.7** Provide other reports to the OSLTCO, as requested.

EXHIBITS

- 3700A** Authorization for Release of Confidential Information and Representation <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1054AFORNA.pdf>
- 3700B** Case Notes <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1064AFORFF.DOC>
- 3700C** Ombudsman Designation Checklist <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1184AFORFF.doc>
- 3700D** Conflict of Interest Statement (Revised) <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1059AFORNA.pdf>
- 3700E** Monthly Data Collection Report <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1048AFORFF.doc>
- 3700F** Ombudsman Case <https://www.azdes.gov/InternetFiles/IntranetProgrammaticForms/doc/AAA-1163AFORFF.doc>
- 3700G** Volunteer Reference Check <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1179AFORNA.doc>
- 3700H** Training Record <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1178AFORFF.DOC>
- 3700I** Volunteer Application <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1180AFORFF.doc>
- 3700J** Volunteer Commitment <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1050AFORNA.pdf>
- 3700K** Volunteer Performance Evaluation <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1204AFORFF.doc>
- 3700L** Re-Designation Checklist <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1253AFORFF.doc>
- 3700M** Ombudsman De-Designation Recommendation <https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1254AFORFF.doc>

6000 Glossary

A-133 Audit

An audit conducted according to the requirements specified on OMB Circular A-133. This circular is to be used for audit requirements by all entities – States, local governments, Indian Tribes, educational institutions, and Non-Profit organizations. [Office of Management and Budget Circular A-13]

Abuse The willful—

(A) infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical harm, pain, or mental anguish; or

(B) deprivation by a person, including a caregiver, of goods or services that are necessary to avoid physical harm, mental anguish, or mental illness. [Older Americans Act §701]

Access Services

Services associated with access to services (transportation, outreach, information and assistance, and case management services). [Older Americans Act §306]

Acquisition Cost

Of an item of purchased equipment means the net invoice price of the equipment, including the cost of modifications, attachments accessories, or auxiliary apparatus necessary to make the equipment usable for the purpose for which it was acquired. Other charges such as the cost of installation, transportation, taxes, duty or protective in-transit insurance shall be included in or excluded from the unit acquisition cost in accordance with the regular accounting practices of the organization purchasing the equipment. If the item is acquired by trading in another item and paying an additional amount, “acquisition cost” means the amount received for trade-in plus the additional outlay. [Office of Management and Budget Circular A-110 Revised 11-19-93, Amended 9-30-99]

Acquisition of Property

Purchase, construction, or fabrication of property, but does not include rental of property or alterations and renovations of real property. [Office of Management and Budget Circular A-110 Revised 1-19-93, Amended 9-3-99]

Activities of Daily Living (ADLs)

Activities such as toileting, bathing, dressing, grooming, eating, mobility, and transferring (excluding transfer to toilet, bath or shower). [Arizona Standardized Client Assessment Plan Manual 2002]

Adequate Proportion

Each Area Agency on Aging, through their Area Plan, shall provide assurances that an adequate proportion, as required under Sec 307 of the OAA of the amount allotted for Title III, Part B to the planning and service area will be expended for the delivery of priority services. [Older Americans Act §306]

Administrative Capacity

Persons who in the administration of the project, sub-project or training site agency have responsibility for or authority over those responsible for the selection of participants from among eligible participants. [20 Code of Federal Regulations Part 641].

Adult Day Care/Adult Day Health

A service that provides supervised planned care and health-related services to adults in a group setting during a portion of a 24-hour day. [Arizona Taxonomy 2003]

Adult Protective Services

A program of identifiable and specialized social services that may offer social services appropriate to resolve problems of abuse, exploitation or neglect of an incapacitated or vulnerable adult. [Arizona Revised Statutes §46-451]

Advisory Council

The Council shall carry out advisory functions which further the area agencies mission of developing and coordinating community based systems of services for all older persons in the planning and service area. [45 Code of Federal Regulations §1321.57]

Advocacy

Services that take action to protect the rights of individuals and ensure they receive appropriate services and benefits or to seek needed changes in the law and/or administrative rules to protect the rights of individuals and ensure adequate service levels. [Arizona Taxonomy 2003]

Aging and Adult Administration

Arizona's designated State Unit on Aging. [Older Americans Act §305.A.1]

Allowable Cost

To be allowable under an award, cost must be necessary and reasonable for the performance of the contract services. [Office of Management and Budget Circular A-110 Revised 11-19-93, Amended 9-30-99]

Alteration/Renovation

With respect to multipurpose senior centers, means making modifications to or in connection with an existing facility that are necessary for its effective use as a center. These may include renovation, repair, or expansion that is not in excess of double the square footage of the original facility and all physical improvements. [Older Americans Act §307]

Amount Received for Trade-In

Of an item of equipment traded in for replacement equipment means the amount that would have been paid for the replacement equipment without a trade-in minus the amount paid with the trade-in. The term refers to the actual difference, not necessarily the trade-in value shown on an invoice.

Applicant

An individual who applies for services.

Area Agency on Aging (AAA)

An agency designated by the Aging and Adult Administration who is responsible for developing and administering an approved Area Plan which offers a comprehensive and coordinated system of aging services within their Planning and Service Area. [Older Americans Act §307]

Area Plan on Aging

A document submitted by an Area Agency on Aging to the Aging and Adult Administration in order to receive sub-grants or contracts from the Aging and Adult Administration grant provided under the Older Americans Act. [Older Americans Act §306(a)]

Arizona Standardized Client Assessment Plan (ASCAP)

An assessment instrument designed to identify ADLs and IADLs for which an individual has some dependence on assistance and the degree of need for assistance. The ASCAP captures demographic, social, mental and other health related information on the individual and becomes the primary planning document for the client and the case manager. [Arizona Standard Client Assessment Plan Manual 2002]

Assisted Living Facility

A residential care institution, including adult foster care, that is licensed by the Department of Health Services, Bureau of Residential Facilities Licensing, that provides or contracts to provide supervisory care services, personal care services, or directed care services on a continuing basis. [Arizona Revised Statute 36-401]

Attendant Care

A service that provides a qualified individual to supply needed services in order for an individual to remain in his/her home and/or participate in work/community activities. [Arizona Taxonomy 2003]

Authorized Position Level

The number of SCSEP enrollment opportunities that can be supported for a 12-month period based on the average national unit cost. The authorized position level is derived by dividing the total amount of funds appropriated for a Program Year by the national average unit cost per participant for that Program Year as determined by the Department of Labor. The national average unit cost includes all costs of administration, other participant costs, and participant wage and fringe benefit costs. A grantee's total award is divided by the national unit cost to determine the authorized position level for each grant agreement. [20 Code of Federal Regulations Part 641.140].

Award

Financial assistance, and Federal cost type contracts used to buy services or goods for the use of the Federal Governments. [Office of Management and Budget Circular A-110 Revised 11-19-93, Amended 9-30-99]

Capitol Equipment

Purchased equipment with a total acquisition cost of \$5,000 or more and a useful life of more than one year. The acquisition cost for an item is the total price paid for the item including taxes, charges for installation, transportation and/or modifications necessary to make the item usable for the purpose for which it was acquired. [Department of Economic Security Contractor Equipment Policy, March 2001]

Carryover

The process of moving an estimated or actual unobligated balance of funds from the previous budget period to the current or next period. (An unobligated balance from a prior period does not authorize the obligation of funds in excess of the total approved budget reflected on the budget award notice for the current budget period.) [Administration on Aging Discretionary Grants Administration Manual]

Case Management

A service that determines the needs and eligibility of an individual applying for/receiving services to enhance effectiveness. For those individuals eligible, the appropriate services and/or benefits are identified, planned, obtained, provided, recorded, monitored, modified when necessary and/or terminated. This includes assistance in finding necessary resources in addition to covered services to meet basic needs; communication and coordination of care, engagement, and follow-up of crisis contacts or missed appointments. [Arizona Taxonomy 2003]

Cause

May include, but is not limited to: refusal to cooperate in recertifying eligibility; inability and/or unwillingness to perform assigned duties; unreasonable refusal to accept a different community service assignment; unreasonable refusal to accept job referrals or cooperate with the IEP; frequent tardiness; falsification by the participant of time sheets or other official records; insubordination; obscene/abusive language or behavior; non-compliance with substance abuse policy; and failure to cooperate with grantee and/or host agency staff. [SCSEP Data Collection Handbook Rev.3 (6/23/05) www.charteroakgroup.com]

Case

For the purpose of the Long-Term Care Ombudsman Program, a case includes one or more complaints brought to, or initiated by, the ombudsman which the ombudsman actively investigates and works to resolve. The number of cases is equivalent to the number of complainants. (One or more people jointly filing a complaint count as one complainant.) [National Ombudsman Reporting System]

Client

A person who applies for or receives services from the Department or from a service provider under the Older Americans Act, 42 U.S.C. 3001 et seq. or the Arizona Older Americans Act–non-medical Home and Community Based Care Services. [Arizona Administration Code R6-8-101]

Client-Centered Approach

Where the individual and case manager focus on the individual's needs and draw from the various social, nutritional, medical and non- medical resources available within the community.

Client-Supported Data

Service data that is collected in the Aging Information Management System (AIMS) connected to a particular client.

Code of Federal Regulations

The codification of the general and permanent rules published in the Federal Register by the executive departments and agencies of the Federal Government. [www.gpoaccess.gov]

Co-Enrollment

Applies to any individual who meets the qualifications for SCSEP participation as well as the qualifications for any other relevant program as defined in the Individual Employment Plan. [20 Code of Federal Regulations Part 641.140].

Combined Allotment

Total Title III funds allocated to the Area Agencies on Aging for the administration of the Area Plan on Aging. This is in reference to Program Development. [45 Code of Federal Regulations §1321.17 (14)]

Complainant

For the purpose of the Long-Term Care Ombudsman Program: An individual or a party (i.e., husband and wife, siblings) who files one or more complaints made by, or on behalf of, residents with the ombudsman program. [Instructions for Completing the State Long Term Care Ombudsman Program Reporting Form for the National Ombudsman Reporting System]

Complaint

For the purpose of the Long-Term Care Ombudsman Program, a concern brought to, or initiated by, the ombudsman for investigation and action a) on behalf of one or more residents and b) relating to the health, safety, welfare or rights of a resident. One or more complaints constitute a case. You cannot have a case without a complaint. [National Ombudsman Reporting System]

Comprehensive and Coordinated Service System

A system for providing all necessary supportive services, including nutrition services within a Planning and Service Area. [Older Americans Act §302]

Community Service

Includes, but is not limited to, social, health, welfare, and educational services (including literacy tutoring); legal assistance, and other counseling services, including tax counseling and assistance and financial counseling; library, recreational, and other similar services; conservation, maintenance, or restoration of natural resources; community betterment or beautification; anti-pollution and environmental quality efforts; weatherization activities; and economic development.[20 Code of Federal Regulations Part 641.140]

Conflict of Interest

Any public officer or employee of a public agency who has, or whose relative has, a substantial interest in 1) any contract, sale, purchase or service to such public agency shall make known that interest in the official records of such public agency and shall refrain from voting upon or otherwise participating in any manner as an officer or employee in such contract, sale or purchase; and 2) any decision of a public agency shall make known such interest in the official records of such public agency and shall refrain from participating in any manner as an officer or employee in such decision. C. Notwithstanding the provisions of subsections A and B of this section, no public officer or employee of a public agency shall supply to such public agency any equipment, material, supplies or services, unless pursuant to an award or contract let after public competitive bidding, except that: 1. A school district governing board may purchase, as provided in sections §15-213 and §15-323, supplies, materials and equipment from a school board member. 2. Political subdivisions other than school districts may purchase through their governing bodies, without using public competitive bidding procedures, supplies, materials and equipment not exceeding three hundred dollars in cost in any single transaction, not to exceed a total of one thousand dollars annually, from a member of the governing body if the policy for such purchases is approved annually. [Arizona Revised Statutes §38-503]

Congregate Meals

A service that provides for a nutritious meal containing at least 1/3 of the Recommended Dietary Allowance for an individual in a congregate setting. [Arizona Taxonomy 2003]

Contract Modification

Any written alteration in the terms and conditions of any contract accomplished by mutual action of the parties to the contract. [Department of Economic Security Special Terms and Conditions 2003]

Contractor

Any person or agency who has a contract with the State of Arizona and/or Department or Agency of the State. [State of Arizona Uniform Terms and Conditions 2003]

Consultation

For the purposes of the Ombudsman Program: a consultation is providing information and assistance to an individual or a facility. It does not involve investigating and working to resolve complaints (i.e. a consultation is not a case) If the ombudsman refers someone with a concern to another agency and is not actively involved in investigating and working to resolve the problem, it is not an ombudsman case or complaint. However, it can be counted as a consultation. [National Ombudsman Reporting System]

Coordination

A service that promotes efficiency through the cooperation and collaboration of multiple entities co Cost Allocation Plan Refers to a document that identifies, accumulates and distributes allowable costs to grants and contracts and identifies the procedures used in making such distribution. [Office of Management and Budget Circular A-87]

Cost

Cost is determined on a cash, accrual, or other basis acceptable to the Federal government as an amount paid or required in payment for a purchase. [Office of Management and Budget Circular A-87]

Cost Principles

Principles for determining the allowable costs of programs administered by the state and for establishing a uniform approach to determining costs. [Office of Management and Budget Circular A-87]

Cost Sharing

A portion of the cost for services rendered is provided by the service recipient. [Older Americans Act §315]

Department of Labor

The United States Department of Labor, including its agencies and organizational units [20 Code of Federal Regulations Part 641.140].

Direct Cost

Costs that can be identified specifically with a particular cost or award objective. However, a cost may not be assigned to a contract as a direct cost if it has been allocated or will be treated as an indirect cost. [Office of Management and Budget Circular A-87]

Disabled Individual

Any individual who has a physical or mental impairment that substantially limits one or more of such person's major life activities, has a record of such an impairment, and is regarded as having such an impairment. [20 Code of Federal Regulations Part 641.140].

Disability

A disability attributable to mental or physical impairment or a combination of mental and physical impairments, that results in substantial functional limitations in one or more areas of the following major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning and emotional adjustment. [Older Americans Act §102]

Disclosure

The availability or release of information to anyone other than the subject individual.

Disposition

For the purposes of the Long-Term Care Ombudsman Program, the outcome of a complaint.

Equipment

Tangible nonexpendable personal property including exempt property charged directly to the award having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit. However, consistent with recipient policy, lower limits may be established. [Office of Management and Budget Circular A-110] concerned with the same issue or need. [Arizona Taxonomy 2003]

Equitable Distribution Report

A report based on the latest available U.S. Census data, which lists the optimum number of participant positions in each designated area in the State, and the number of authorized participant positions each grantee serves in that area, taking the needs of underserved counties into account. This report provides a basis for improving the distribution of SCSEP positions. [20 Code of Federal Regulations Part 641.140].

Exploitation

The illegal or improper act of an individual, including a caregiver, who uses the resources of an older individual for monetary or personal benefit, profit or gain. [Older Americans Act §102]

Family

One or more persons living in a single residence who are related by blood, marriage or adoption. A step-child, or a step-parent shall be considered related by marriage. Anyone claimed as a dependent on the applicant's or participant's Federal Income Tax return for the previous year or any member who receives more than 50% of his/her support shall be presumed, unless otherwise demonstrated, to be part of the family for the current year. An individual 18 years or older (except as provided above) who receives less than 50% of his/her support from the family and who is not the principal earner of the spouse of the principal earner shall NOT be considered a member of the family. Such individual shall be considered a family of one living in group quarters. [U.S. Department of Labor Employment and Training Administration Training and Guidance Letter No.13-04 (Attachment II)].

Family Caregiver Support Program

A Federal program enacted through the Older Americans Act Amendments of 2000, that provides supportive services to families, including older persons raising children, such as: information, assistance, individual counseling, organization of support groups, caregiver training, respite care, and supplementary services. [Older Americans Act § 371-374]

Federal Financial Assistance

Assistance provided by a Federal agency in the form of grants, contracts, cooperative agreements, loans, loan guarantees, property, interest subsidies, insurance, or direct appropriations, but does not include direct Federal cash assistance to individuals. It includes awards received directly from agencies, or indirectly through other units of state or local governments. [Office of Management and Budget Circular A-133 Revised 6-24-97]

Financial Status Reports (269Form)

A document used to report the status of Federal funds for all non- construction projects or programs by a grantee to the Federal government.

Firm-Fixed Unit Rate Contract

An agreement whereby a fixed rate will be paid for a specified unit of service. The rate is fixed regardless of the provider's actual cost experience in the provision of service unit.

Focal Point

A facility established to encourage the maximum co-allocation and coordination of services for older individuals. [Older Americans Act §102]

Frail

With respect to an older individual in a State, that the older individual is determined to be functionally impaired because the individual (A) (i) is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision; or (ii) at the option of the State, is unable to perform at least three such activities without such assistance; or (B) due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual. [Older Americans Act §102]

Fraud

An intentional act of deception or misrepresentation in order to gain something of value.

Functionally Disabled

An individual who has a functional impairment that substantially limits one or more major life activities and who has a diagnosis of such impairment. [Older Americans Act §102]

Grant

The furnishing by the state of assistance, whether financial or otherwise, to any person to support a program authorized by the law. Grant does not include an agreement whose primary purpose is to procure a specific end product, whether in the form of materials, services or construction. A contract resulting from such an agreement is not a grant but a procurement contract. [20 Code of Federal Regulations Part 64.140].

Grantee

See State Grantee and/or National Grantee.

Greatest Economic Need

The need resulting from an income level at or below poverty levels. [Older Americans Act §102]

Greatest Social Need

The need caused by non-economic factors, which include-- (A) physical and mental disabilities; (B) language barriers; (C) cultural, social or geographical isolation, including isolation caused by racial or ethnic status, that—(i) restricts the ability of an individual to perform normal daily tasks; or (ii) threatens the capacity of the individual to live independently. [Older Americans Act §102]

Health Care Practitioner

A Physician, a Physician's Assistant, Nurse Practitioner, or other individual licensed and authorized by law to use and prescribe medications and devices, as defined in A.R.S. §32-1901. [Arizona Administrative Code R9-22-112]

Hearing Officer

Person designated by the agency to conduct the hearing and set forth a subsequent decision. The impartial decision-maker appointed by the State Agency.

Hearing

A session for listening to arguments or testimony.

Homebound

Someone who is chronically disabled, not necessarily bedridden but generally confined to their home. A Physician must certify that the patient could not leave their home without considerable and taxing effort. This usually means they would need supportive devices and/or other people to help. This includes psychiatric problems. The clinician must look at the disability over time. [Medicare Coverage of Services Manual (July 2000) Section 204.1]

Home Delivered Meal

A service that provides for a nutritious meal containing at least 1/3 of the Recommended Dietary Allowance for an individual, delivered to his/her place of residence. [Arizona Taxonomy 2003]

Home Health Aid

A service that provides intermittent health maintenance, continued treatment or monitoring of a health condition and supportive care for activities of daily living within the individual's place of residence. [Arizona Taxonomy 2003]

Home Nursing

See definition for "Nursing".

Host Agency

A public agency or a private nonprofit Organization exempt from taxation under the provisions of section 501(c) (3) of the Internal Revenue Code of 1986, other than a political party, which provides a work site and supervision for one or more participants. A host agency may be a religious organization as long as the projects do not involve the construction, operation, or maintenance of any facility used or to be used as a place for religious instruction or worship. [20 Code of Federal Regulations Part 641.140.]

Housekeeping/Homemaker

A service that provides assistance in the performance of routine household activities at an individuals place of residence. [Arizona Taxonomy 2003]

Identification of Needs

A process that enumerates and describes the needs of people living in the community.

Immediate Family

A member of the household or a relative with whom there is a close personal or significant financial relationship [as used in section 712 of the Older Americans Act, pertaining to conflicts of interest].

Indian

A person who is a member of an Indian Tribe. [Older Americans Act §101(5)].

Indian Tribe

Any Tribe, band, nation, or other organized Group or community of Indians (including Alaska Native Village or Regional or Village Corporation as defined in or established pursuant to the Alaska Native Claims Settlement Act) which: Is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians; or Is located on, or in proximity to, a Federal or State reservation or ranch. [Older Americans Act §101(6)].

Indirect Cost

Indirect costs are those incurred for a common or joining purpose benefiting more than one cost objective or activity and not readily assignable to the cost objectives specifically benefited, without effort disproportionate to the results achieved. Consequently, some allocation technique must be used to distribute these indirect costs to the several direct functions benefited. To facilitate equitable distribution of indirect expenses to the cost objectives served, it may be necessary to establish a number of pools on indirect cost within the agency's accounting records. Indirect cost pools should be distributed to benefiting cost objectives on basis which will produce an equitable distribution in consideration of relative benefits derived. [Office of Management and Budget Circular A-87]

Individual Employment Plan

A plan for a participant that includes an employment goal, achievement of objectives, and appropriate sequence of services for the participant based on an assessment conducted by the grantee or sub-grantee and jointly agreed upon by the participant. [20 Code of Federal Regulations Part 641.140].

In-Home Services

Includes – (A) services of homemakers and home health aides; (B) visiting and telephone reassurance; (C) chore maintenance; (D) in-home respite care for families, and adult day care as a respite service for families; (E) minor modification of homes that is necessary to facilitate the ability of older individuals to remain at home and that is not available under another program (other than a program carried out under the OAA); (F) personal care services; and (G) other in-home services as defined – (i) by the Aging and Adult Administration in the State Plan submitted in accordance with the OAA; and (ii) by the Area Agency on Aging in the Area Plan submitted in accordance with the OAA. [Older Americans Act §102]

Instrumental Activities of Daily Living (IADL)

Activities such as laundry, shopping, housework, telephone, financial management, transportation, and meal preparation. [Arizona Standardized Client Assessment Plan Manual 2002]

Jobs for Veterans Act

Priority for veterans and the spouse of a veteran who died in a service-connected disability, the spouse of a member of the Armed forces on active duty who has been listed for a total of more than 90 days as missing in action, captured in the line of duty by a hostile force, or forcibly detained by a foreign government or power, the spouse of any veteran who has a total disability resulting from a service-connected disability, and the spouse of any veteran who died while a disability so evaluated was in existence, who meet program eligibility requirements to receive services in any Department of Labor-funded Workforce development program. [Public Law 107-288 §2].

Legal Assistance

A service that provides consultation and representation of civil and legal matters. [Arizona Taxonomy2003]

Limited Basis

For purposes of the Family Caregiver Support Program the following dollar thresholds apply: a \$1,500 cap per client/home for the Home Repair/Renovation and a \$1,000 cap per client for Adaptive Aids and Devices. For other supplemental services, limited basis means a maximum of \$2,000 per family per year.

Local Workforce Investment Area or Local Area

An area established by the Governor of a State under section 116 of the Workforce Investment Act. [20 Code of Federal Regulations Part 641.140].

Local Workforce Investment Board

A Local Workforce Board established under section 117 of the Workforce Investment Act. [20 Code of Federal Regulations Part 641.140].

Local Governments

A local unit of government, including specifically a county, municipality, city, town, township, local public authority, school district, special district, intra-state district, council of governments, any other regional or interstate entity, or any agency or instrumentality of local government. [45 Code of Federal Regulations §74.2]

Long-term Care Facility

Any nursing care institution or assisted living facility, as defined by ARS 36-401, or any other facility as defined in section 102 of the Older Americans Act. [Older Americans Act § 102]

Long-Term Care Ombudsman Program

A program that advocates for the resolution of complaints made by or on behalf of older individuals who are residents of long-term care facilities. [Older Americans Act §711]

Materials

All property, including equipment, supplies, printing, insurance and leases of property but does not include land, a permanent interest in land or real property, or leasing space.

Means Test

The use of an older person's income or resource to deny or limit that person's receipt of services under an approved area plan. [45 Code of Federal Regulations § 1321.3]

Medically Related Service

See "Home Health Aid" and "Home Nursing" services.

Minorities

- Black or African American – A person having origins in any of the black racial groups of Africa.
- Hispanic or Latino – A person of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race.
- American Indian or Alaskan Native – A person having origins in any of the original people of North America, and who maintain cultural identification through tribal affiliation or community attachment.
- Asian American/Pacific Islander – A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent.
- Native Hawaiian or other Pacific Islander – A person having origins in any of the original peoples of Hawaii, Guam, Samoa or other Pacific Islands.
- White – A person having origins in any of the peoples of Europe, the Middle East, or North Africa.
- Alone – When appended to a racial category means that the individual only designated one race category. [Administration on Aging-National Aging Programs Information System]

Multipurpose Senior Center

A community facility for the organization and provision of a broad spectrum of services, which shall include provision of health (including mental health), social, nutritional, and educational services and the provision of facilities for recreational activities for older individuals. [Older Americans Act §102]

National Grantee

Federal public agencies and organizations, private nonprofit agencies and organizations, or tribal organizations that operate under Title V of the OAA that are capable of administering multi-State projects under a national grant from the Department of Labor. [20 Code of Federal Regulations Part 641.140].

Neglect

The failure to provide for one self the goods or services which are necessary to avoid physical harm, mental anguish, or mental illness or the failure of a caretaker to provide such goods or services. [Older Americans Act §102]

Networking Orientation

The resources would be available to the community in a unified fashion, addressing the needs uniformly, instead of creating separate and competing situations

Non-Client Supported Data

Service data that is not collected in the Aging Information Management System (AIMS) and is not connected to a particular client.

Non-Medical Home and Community Based Services (NMHCBS)

Non-medical home and community based care including case management, assessment of functional impairment and needed community services, home care, housekeeping chore services, home health aid, personal care, visiting nurse services, adult day care or adult day health, respite care, attendant care and home delivered meals. [Arizona Revised Statutes. §46-192]

Non-Profit Agency

A free standing entity with its own Board of Directors that operates as an incorporated not-for-profit entity. It can be a single purpose or multipurpose agency. [Office of Management and Budget Circular A-110 Revised 11-19-93, Amended 9-3-99]

Nursing

A service that provides nursing intervention that may include patient care, coordination, facilitation and education. [Arizona Taxonomy 2003]

Nursing Care Institution

A health care institution, that is licensed by the Department of Health Services, Bureau of Long Term Care Licensing, that provides inpatient beds or resident beds and nursing services to persons who need nursing services on a continuing basis but who do not require hospital care or direct daily care from a physician. [Arizona Revised Statute 36-401]

Nutrition Project

The recipient of a sub-grant or contract to provide nutrition services, other than the Area Agency on Aging, which meets applicable requirements. [Older Americans Act §321]

Nutrition Provider

An agency or organization that provides nutrition services as defined by the Older Americans Act. [Older Americans Act §311]

Nutrition Screening

The act of completing a nutrition screening checklist to determine if a nutrition program participant is at nutrition risk. [Older Americans Act§ 339.2.J]

Obligations

The amounts of orders placed, contracts and grants awarded, services received and similar transactions during a given period, which will require payments during the same or a future period. [45 Code of Federal Regulations § 74.2]

Office of the State Long-Term Care Ombudsman

As used in section 712 of the Older Americans Act, the Office of the State Long-Term Care Ombudsman means The organizational unit in a State or territory which is headed by the a State Long-Term Care Ombudsman., including the representatives of the Office. [Older Americans Act § 711] [As used in sections 711 and 712 of the Older Americans Act]

Older Americans Act

Federal legislation that is directed to improving the lives of America's elderly, particularly in relation to income, health, housing, employment, long-term care, and retirement and community services. The Act was most recently amended in 2000 and may also be referred to as Public Law 106-501.

One-Stop Center

The One-Stop Center System in a WIA Local Area which must include a comprehensive One-Stop Center through which One-Stop partners provide applicable core services and which provides access to other programs and services carried out by the One-Stop partners. [20 Code of Federal Regulations Part 641.140].

One-Stop Delivery System

A system under which employment, training programs, services, and activities are available through a network of eligible One-Stop partners, which assures that information about and access to core services is available regardless of where the individuals initially enter the statewide workforce investment system. [20 Code of Federal Regulations Part 641.140].

One-Stop Partner

An entity described in section 121 (b) (1) of the Workforce Investment Act; i.e. required partners: Programs under Title I of the W.I.A., Job Corps, Native American Programs, Job Service, Unemployment Insurance, Trade Adjustment Assistance, NAFTA Transitional Adjustment Assistance, Welfare to Work, Senior Community Service Employment Program, Veterans Employment and Training, Vocational Rehabilitation, Adult Education, Post- secondary Vocational Education, Community Services Block Grant Employment and Training, and Housing and Urban Development Employment and Training, and an entity described in section 121 (b) (2) of the Workforce Investment Act, i.e., additional partners. [20 Code of Federal Regulations Part 641.140].

One-Third (1/3) Recommended Dietary Allowance

Meals which fall into this classification contain portions from the following food groups: a) meats or alternates, b) vegetables and fruits, c) enriched or whole grain bread or alternate, d) milk, e) butter/margarine, f) desserts. [Older Americans Act § 339]

Other Participant Cost

The cost of participant training, including the payment of reasonable sts to instructors, classroom rental, training supplies, materials, equipment, and tuition, and which may be provided on the job or in conjunction with a community service assignment, in a classroom setting, or under other appropriate arrangements; job placement assistance, including job development and job search assistance; participant supportive services to assist a participant to successfully participate in a project, including the payment of reasonable costs of transportation, health care and medical services, special job-related or personal counseling, incidentals (such as work shoes, badges, uniforms, eyeglasses, and tools), child and adult care, temporary shelter, and follow-up services; and outreach, recruitment and selection, intake orientation, and assessments. [20 Code of Federal Regulations Part 641.140].

Outlays

Charges made to the grant project or program. Outlays may be reported on a cash or accrual basis.

Outreach

A service that provides a systematic method to identify and directly contact persons in need of services. [Arizona Taxonomy 2003]

Participant

An individual who is eligible for the SCSEP, has been enrolled and is receiving services. Participants shall have a Community Service Assignment before receiving services. [20 Code of Federal Regulations Part 641.140 and Part 641.540].

Periodic Review

At a minimum, once each fiscal year.

Personal Care

A service that provides assistance with personal physical needs. [Arizona Taxonomy 2003]

Personal Property

Property of any kind except real property. It may be tangible; having physical existence, or intangible; having no physical existence, such as patents, inventions, and copyrights. [45 Code of Federal Regulations §74.2]

Placement into Public or Private Unsubsidized Employment

Full- or part-time paid employment in the public or private sector by a participant for 30 days within a 90-day period without the use of funds under Title V or any other Federal or State employment subsidy program, or the equivalent of such employment as measured by the earnings of a participant through the use of wage records or other appropriate methods. [20 Code of Federal Regulations Part 641.140].

Planning and Service Area (PSA)

A geographical area in the state or state jurisdiction that is designated by the Aging and Adult Administration for the purposes of planning, development, and overall administration of services under an approved Area Plan on Aging. [Older Americans Act §102]

Poor Employment Prospects

The likelihood that an individual will not obtain employment without the assistance of the SCESP or any other workforce development program. Persons with poor employment prospects include, but are not limited to, those without a substantial employment history, basic skills, and/or English-Language proficiency; displaced homemakers, school dropouts, persons with disabilities, including disabled veterans, homeless individuals, and individuals residing in socially and economical isolated rural or urban areas where employment opportunities are limited. [20 Code Federal Regulations Part

641.140].

Poverty

Income at or below the official poverty guideline (as defined each year by the Office of Management and Budget, and adjusted by the Secretary of the Department of Health and Human Services. [Federal Register/Volume 69 Number 30]

Priority Services

Services designated by the Older Americans Act “to better the most crucial needs of the elderly”. Categories include a) access, b) in-home and c) legal assistance. [Older Americans Act §306]

Problem Solving Orientation

Using a holistic assessment of the client's situation, and a mechanism for addressing the problems contributing to the client's situation.

Procurement

The buying, purchasing, renting, leasing or otherwise acquiring any materials, services or construction. Procurement also includes all functions that pertain to the obtaining of any material, service or construction, including description of requirements, selection and solicitation, preparation and award of contract, and all phases of contract administration. [State of Arizona Uniform Terms and Conditions 2003]

Program Development

A service that researches and/or establishes a new service(s), improves, expands or integrates an existing service(s). [Arizona Taxonomy 2003]

Program Income

Gross income earned by the recipient that is directly generated by a supported activity or earned as a result of the award. Program income includes, but is not limited to, income from fees for services performed, the use or rental of real or personal property acquired under Federally-funded projects, the sale of commodities or items fabricated under and award, license fees and royalties on patents and copyrights, and interest on loans made with award funds. Interest earned on advances of Federal funds is not program income. Except as otherwise provided in the terms and conditions of the award, program income does not include the receipt of principal on loans, rebates, credits, discounts, etc., or interest earned on any of them. Furthermore, program income does not include taxes, special assessments, levies, and fines raised by governmental recipients. [45 Code of Federal Regulation §74.2]

Program Reports

Reporting documents developed by the Aging and Adult Administration for the purpose of reporting program activities i.e., unduplicated count of people, demographic data, and units of services for social services and nutrition services.

Program Year

The one-year period beginning July 1 and ending on June 30. [Older Americans Act §515(b)].

Provisional Approval

The status given to an Area Plan on Aging for a limited period of time during which the Area Agency on Aging must correct the sections of the plan that do not meet Federal or state requirements, or the criteria for approval. This status is given for a period not to exceed 9 months.

Public Agency

An entity located within county governments, towns, tribes, reservations, Native American communities, or city governments for the purpose of servicing its populace (interchangeable with unit of general purpose government).

Public Hearing

A process whereby input is given by the public relative to issues, concerns, and courses of action that should be undertaken by an Area Agency on Aging regarding programs for Older Arizonans. [Older Americans Act §306]

Qualifiers

Eligibility measurement on the ASCAP form, which may increase the level of assistance provided to a client. Qualifiers are not required for each area of an ADL or IDAL, but are used only when appropriate. Qualifier areas of eligibility measurement include: Safety, Cognitive, and Isolation. [Arizona Standardized Client Assessment Plan Manual 2002]

Record

Any time, collection or grouping of information about an individual that is maintained by the agency including, but not limited to the individual's education, financial transactions, medical, social and psychological histories, criminal or employment history that contains his/her name, or any number, symbol and other identifying particular used and assigned in the past to the individual such as finger or voice print or a photograph..

Regional Ombudsman Program Coordinator

A person who has met designation standards established by the Office of the State Long-Term Care Ombudsman and is hired to manage the Regional Long-Term Care Ombudsman Program, recruit, train, supervise, and coordinate the activities of Certified Volunteer Ombudsmen. [Older Americans Act §711]

Replacement Equipment

Property acquired to take the place of other equipment. To qualify as replacement equipment, it must serve the same function as the equipment replaced and must be of the same nature or character, although not necessarily the same model, grade, or quality

Representative of the Office of the State-Long Term Care Ombudsman

As used in section 711 of the Older Americans Act, means The employees or volunteers designated by the State Long-Term Care Ombudsman to fulfill the duties set forth in § 1327.1719(a) [Older Americans Act § 711] [as used in sections 711 and 712 of the Older Americans Act].

Residence

An individual's declared dwelling place or address as demonstrated by appropriate documentation.

Resident

An older individual who resides in a long-term care facility. [Older Americans Act §711]

Resident Representative

(1) A person chosen by the resident to act on behalf of the resident in order to support the resident in decision-making; access medical, social or other personal information of the resident; manage financial matters; or receive notifications;

(2) A person authorized by State or Federal law (including but not limited to agents under power of attorney, representative payees, and other fiduciaries) to act on behalf of the resident in order to support the resident in decision-making; access medical, social or other personal information of the resident; manage financial matters; or receive notifications;

(3) Legal representative, as used in section 712 of the Older Americans Act; or

(4) The court-appointed guardian or conservator of a resident.

(5) Nothing in the Long-Term Care Ombudsman rule is intended to expand the scope of authority of any resident representative beyond that authority specifically authorized by the resident, State or Federal law, or a court of competent jurisdiction.

Respite Services

Short-term care and supervision that may be required to be available on a twenty-four hour basis. [Arizona Taxonomy 2003]

Retention in Public or Private Unsubsidized Employment

Full-or part-time paid employment in the public or private sector by a participant for 6 months after the starting date of placement into unsubsidized employment without the use of funds under Title V or any other Federal or State employment subsidy program. [20 Code of Federal Regulations Part 641.140].

Rural

All territory, population, and housing units located outside of urbanized areas and urban clusters. [www.census.gov/geo.html]

SCSEP

The Senior Community Service Employment Program is a program administered by the Department of Labor that serves persons who are 55 years of age or older and who have poor employment prospects by placing them in part-time community service positions and by assisting them to transition to unsubsidized employment. The SCSEP is authorized under Title V (Community Service Employment for Older Americans) of the Older Americans Act. [20 Code of Federal Regulations §641.110]

Service Area

The geographic area served by a local SCSEP project. [20 Code of Federal Regulations Part 641.140.140].

Service Contribution

See "Voluntarily Contribution" and "Cost Sharing".

Service Provider

A person or organization that is awarded a sub-grant or contract from an Area Agency on Aging to provide services under the Area Plan on Aging. [45 Code of Federal Regulations §1321.3]

Services

The furnishing of labor, time or effort by a contractor that does not involve the delivery of a specific end product other than required reports and performance. Services do not include employment agreements or collective bargaining agreements.

Severe Disability

A severe chronic disability attributable to mental and/or physical impairment of an individual. [Older Americans Act §102]

State Health Insurance Assistance Program (SHIP)

Under a Congressional mandate, the Centers for Medicare & Medicaid Services (CMS) funds a program in each state to provide education, outreach, counseling and information to Medicare beneficiaries, their families and caregivers. In Arizona, the program is under the Aging and Adult Administration and services are provided at the local level through a partnership with the Area Agencies on Aging. [Omnibus Budget Reconciliation Act 90 §4360 and Omnibus Budget Reconciliation Act 99]

Short Form Intake Document (SFID)

Formerly known as the Short Term Form, an assessment instrument designed as an intake document used to capture relevant information on individuals determined eligible and authorized to receive the following services: One-time case management, Short Term Home Delivered Meals, Short Term In-Home Respite and Group Respite. The SFID is used for clients requiring services for 90 days or less, for care givers service authorizations and single service authorizations for the services cited above. The SFID may not be used to authorize services if the individual is already receiving another NMHCBS authorized service via the ASCAP. [Arizona Standardized Client Assessment Plan Manual 2002]

Single Audit Act

The purposes of this Act are: (1) to promote sound financial management, including effective internal controls, with respect to Federal awards administered by non-Federal entities; (2) establish uniform requirements for audits of Federal awards administered by non-Federal entities; (3) promote the efficient and effective use of audit resources; (4) reduce burdens on State and local governments, Indian tribes, and non-profit organizations; and (5) ensure that Federal departments and agencies, to the maximum extent practicable, rely upon and use audit work done pursuant to chapter 75 of title 31, United States Code (as amended by this Act.). [Single Audit Act as Amended in 1996]

Single Point of Entry

Entry into the NMHCBS system through the Area Agencies on Aging

Social Services Block Grant (SSBG)

A Federal program that allocates funds to states for the support of social services programs for adults and children. SSBG funds must be directed at one or more of five broad statutory goals: achieving economic self-support or self-sufficiency, preventing or remedying economic exploitation of children and adults, preventing or reducing inappropriate institutionalization, and securing referral for institutional care, where appropriate. [Administration for Children and Families website www.acf.hhs.gov]

State Agency on Aging

An agency in state government designated by the Governor and State Legislature as the focal point for all matters related to older persons. In Arizona, the state agency is located within the Department of Economic Security (DES) and is called the Aging and Adult Administration (A&AA).

State Workforce Board

A State Workforce Investment Board established under section 111 of the Workforce Investment Act. [20 Code of Federal Regulations Part 641.140].

State Grantee

The entity designated by the Governor to enter into a grant with the Department to administer a State or territory SCSEP project under the OAA. Except as applied to funding distributions under section 506 of the OAA, this definition applies to 50 States, Puerto Rico, the District of Columbia and the following territories: Guam, American Samoa, U.S. Virgin Islands, and the Commonwealth of the Northern Mariana Islands. [Older Americans Act §506].

Sub-Grantee

The legal entity to which a sub-award of financial assistance, which may include a subcontract, is made by the grantee (or by a higher tier sub-grantee or recipient), and that is accountable to the grantee for the use of the funds provided. As used here, "sub-grantee" includes "sub-grantees" as defined in 29 CFR 97.3 and "sub-recipients" as defined in 29 CFR 95.2 (KK). [20 Code of Federal Regulations Part 641.140].

State Long-Term Care Ombudsman

The individual who heads the Office and is responsible to personally, or through representatives of the Office, fulfill the functions, responsibilities and duties of the Office set forth by the Older Americans Act.

State Long-Term Care Ombudsman Program

The program through which the functions and duties of the Office are carried out, consisting of the State Long-Term Care Ombudsman, the Office headed by the State Long-Term Care Ombudsman, and the representatives of the Office [as used in sections 711 and 712 of the Older Americans Act].

State Unit on Aging

An agency of state government designated by the governor and state legislature as the focal point for all matters related to the needs of older persons within the state. The Arizona state unit on aging refers to the Department of Economic Security, Aging and Adult Administration. [Older Americans Act §305, Arizona Revised Statutes §41-1954]

State Plan on Aging

A document submitted as required under Title III of the Older Americans Act, which encompasses all the specific programmatic and financial commitments that the Aging and Adult Administration will administer, coordinate or supervise over a multi-year period. [Older Americans Act §307]

Stewardship Equipment

Purchased equipment with a total acquisition cost of \$1,000 or more, but less than \$5,000 and a useful life of more than one year. The acquisition cost for an item is the total price paid for the item including taxes, charges for installation, transportation and/or modifications necessary to make the item usable for the purpose for which it was acquired. [Department of Economic Security Contractor Equipment Policy, March 2001]

Sub-Recipient

Any person or government department, agency, or establishment that receives Federal assistance to carry out a program through a state or local government, but does not include an individual that is a beneficiary of such a program. A sub-recipient may also be a direct recipient of Federal financial assistance. [Office of Management and Budget Circular A-133]

Supplemental Foods

Food supplements that are less than a single meal. Each meal served by the nutrition services must contain one-third (1/3) of the current Recommended Dietary Allowances. [Older Americans Act §339(2) (A)]

Supplemental Payments Program

A non-entitlement discretionary program that provides Housekeeping or monthly payments in lieu of housekeeping, visiting nurse and home health aid services to Aging and Adult Administration clients. [Arizona Revised Statutes §46-252 (Repealed 2005)]

Supplies

All tangible personal property other than equipment.

Surplus

The determination that an item of equipment exceeds the needs of the contractor and/or department program, making the item available for use by another department program. [Department of Economic Security Contractor Equipment Policy, March 2001]

Targeting

The concentration of programs and the distribution of funds provided under the Older Americans Act should be directed to assisting older individuals who are in greatest economic or social need, including frail and disabled individuals, and older individuals living in rural areas. [Older Americans Act §306]

Temporarily

Services provided for not more than an average of eight hours per week. For emergency respite services, temporarily means not more than three days. Case Management documentation must be provided to justify situations for services in excess of the aforementioned hour and/or day limitations.

Term Approval

The status given to an Area Plan on Aging for the established full term (tenure). The Plan meets the criteria for approval and is in compliance with all Federal and state requirements. Plans are either two, three, or four years in duration.

Title III Funds

The largest of the seven titles of the Older Americans Act which establish the authority to award grants to States, who in turn award funds to Area Agencies on Aging for community planning, advocacy, service development and coordination.

Title V of the OAA

The Older Americans Community Service Employment Act of Public Law 106-501 authorizes the SCSEP. [42 U.S.C.3056 et seq].

Training Services

SCSEP training consists of Community Service Assignments, General Training, and Specialized Training. Additional training may be obtained with the services authorized by section 123 (d) (4) of the Workforce Investment Act. [20 Code of Federal Regulations Par 641].

Transportation (General)

A service that provides or assists in obtaining various types of transportation for specific needs. [Arizona Taxonomy 2003]

Tribal Organization

The recognized governing body of any Indian Tribe or any legally established organization of Indians that is controlled, sanctioned or chartered by such body. [Older Americans Act §102]

Unliquidated Obligations

For reports prepared on a cash basis, are the amount of obligations incurred by the grantee that has not been paid. For the reports prepared on an accrued expenditure basis, these are the amounts of obligations incurred by the grantee for which an outlay has not been recorded. [Office of Management and Budget. Circular A-110 Revised 11-19-93, Amended 9-30-99]

Unobligated Balance

Is the portion of the Federal funds authorized, which has not been obligated by the grantee and is determined by deducting the grantee's cumulative obligations from the cumulative Federal funds authorized. [Office of Management and Budget Circular A-110 Revised 11-19-93, Amended 9-30-99]

Unusual Incident

An incident that involves death, severe personal injury, or property damage that will impact upon clients, their relatives, staff and Administration of contractors/subcontractor including volunteers, or the public in general, and may be considered newsworthy by the media and/or incur liability to the State of Arizona. [Department of Economic Security Policy 1-07-02- Unusual Incident Reporting]

Voluntary Contribution

Monetary contributions made voluntarily by a service recipient for services rendered. [Older Americans Act §315]

Waiver

The act of waiving requirements of the Area Plan on Aging. [Old Americans Act §306]

Willful Interference

Actions or inactions taken by an individual in an attempt to intentionally prevent, interfere with, or attempt to impede the Ombudsman from performing any of the functions or responsibilities set forth in § 1327.13 of the Older Americans Act, or the Ombudsman or a Representative of the Office from performing any of the duties set forth in § 1327.19 of the Older Americans Act.

Workforce Investment Act (WIA) Regulations

The Workforce Investment Act of 1998 (Public Law 105-220—Aug. 7, 1998; 112 Stat. 936); 29 U.S.C. 2801 et seq. Regulations at 20 CFR Part 652 and parts 660-671. [20 Code of Federal Regulations Part 641.141].

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

REGION 1	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 ALERTS	INCREASE (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 337,741.00	\$ 369,051.00	\$ -	\$ 369,051.00
2. OAA ADMIN. III C-1	\$ -	\$ 796,134.00	\$ 796,134.00	\$ -	\$ 796,134.00
3. OAA ADMIN. III-E	\$ -	\$ 153,938.00	\$ 153,938.00	\$ -	\$ 153,938.00
4. SSBG ADMIN.	\$ -	\$ 342,476.00	\$ 342,476.00	\$ -	\$ 342,476.00
5. TITLE III-B	\$ -	\$ 2,816,010.00	\$ 2,816,010.00	\$ -	\$ 2,816,010.00
6. TITLE III-C1	\$ -	\$ 2,754,364.00	\$ 2,754,364.00	\$ -	\$ 2,754,364.00
7. TITLE III-C2	\$ -	\$ 2,168,741.00	\$ 2,168,741.00	\$ -	\$ 2,168,741.00
8. TITLE III-D	\$ -	\$ 170,866.00	\$ 170,866.00	\$ -	\$ 170,866.00
9. TITLE III-E CAREGIVER	\$ 16,472.00	\$ 1,287,107.00	\$ 1,303,579.00	\$ -	\$ 1,303,579.00
10. NSIP	\$ -	\$ 584,404.00	\$ 584,404.00	\$ -	\$ 584,404.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 24,436.00	\$ 24,436.00	\$ -	\$ 24,436.00
12. TITLE VII FED. OMB	\$ -	\$ 142,784.00	\$ 142,784.00	\$ -	\$ 142,784.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 2,393,235.00	\$ 2,361,925.00	\$ -	\$ 2,361,925.00
14. STATE OMBUDSMAN	\$ -	\$ 395,301.00	\$ 395,301.00	\$ -	\$ 395,301.00
15. STATE RESPITE	\$ -	\$ 251,137.00	\$ 251,137.00	\$ -	\$ 251,137.00
16. SSBG (SERVICES)	\$ -	\$ 3,050,933.00	\$ 3,050,933.00	\$ -	\$ 3,050,933.00
17. S.H.I.P.	\$ -	\$ 244,356.00	\$ 244,356.00	\$ -	\$ 244,356.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 84,128.00	\$ 84,128.00	\$ 1,224.00	\$ 85,352.00
19. REFUGEE	\$ 29,531.57	\$ -	\$ 29,531.57	\$ -	\$ 29,531.57
20. SCSEP (TITLE V)	\$ -	\$ 387,146.00	\$ 387,146.00	\$ 11,062.00	\$ 398,208.00
21. ALZHEIMER'S DEMENTIA (ADSSP)	\$ 44,573.72	\$ -	\$ 44,573.72	\$ -	\$ 44,573.72
22. MIPPA	\$ -	\$ -	\$ -	\$ -	\$ -
23. HB2695 - LOTTERY	\$ -	\$ -	\$ 313,096.00	\$ -	\$ 313,096.00
24. SPP	\$ -	\$ -	\$ -	\$ 32,838.00	\$ 32,838.00
TOTAL	\$ 90,577.29	\$ 18,385,237.00	\$ 18,788,910.29	\$ 45,124.00	\$ 18,834,034.29

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

REGION 2	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 ALERTS	INCREASE (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 152,189.00	\$ 166,297.00	\$ -	\$ 166,297.00
2. OAA ADMIN. III C-1	\$ -	\$ 302,393.00	\$ 302,393.00	\$ -	\$ 302,393.00
3. OAA ADMIN. III-E	\$ -	\$ 50,689.00	\$ 50,689.00	\$ -	\$ 50,689.00
4. SSBG ADMIN.	\$ -	\$ 186,796.00	\$ 186,796.00	\$ -	\$ 186,796.00
5. TITLE III-B	\$ -	\$ 984,258.00	\$ 984,258.00	\$ -	\$ 984,258.00
6. TITLE III-C1	\$ -	\$ 964,442.00	\$ 964,442.00	\$ -	\$ 964,442.00
7. TITLE III-C2	\$ -	\$ 749,223.00	\$ 749,223.00	\$ -	\$ 749,223.00
8. TITLE III-D	\$ -	\$ 58,778.00	\$ 58,778.00	\$ -	\$ 58,778.00
9. TITLE III-E CAREGIVER	\$ 5,766.00	\$ 442,766.00	\$ 448,532.00	\$ -	\$ 448,532.00
10. NSIP	\$ -	\$ 227,611.00	\$ 227,611.00	\$ -	\$ 227,611.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 8,406.00	\$ 8,406.00	\$ -	\$ 8,406.00
12. TITLE VII FED. OMB	\$ -	\$ 49,118.00	\$ 49,118.00	\$ -	\$ 49,118.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 1,085,791.00	\$ 1,071,683.00	\$ -	\$ 1,071,683.00
14. STATE OMBUDSMAN	\$ -	\$ 197,057.00	\$ 197,057.00	\$ -	\$ 197,057.00
15. STATE RESPITE	\$ -	\$ 86,849.00	\$ 86,849.00	\$ -	\$ 86,849.00
16. SSBG (SERVICES)	\$ -	\$ 1,681,168.00	\$ 1,681,168.00	\$ -	\$ 1,681,168.00
17. S.H.I.P.	\$ -	\$ 86,580.00	\$ 86,580.00	\$ -	\$ 86,580.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 26,488.00	\$ 26,488.00	\$ 1,104.00	\$ 27,592.00
19. REFUGEE	\$ 20,360.00	\$ -	\$ 24,360.00	\$ -	\$ 24,360.00
20. MIPPA	\$ -	\$ -	\$ -	\$ -	\$ -
21. HB2695 - LOTTERY	\$ -	\$ -	\$ 141,083.00	\$ -	\$ 141,083.00
22. SPP	\$ -	\$ -	\$ -	\$ 18,974.00	\$ 18,974.00
TOTAL	\$ 26,126.00	\$ 7,340,602.00	\$ 7,511,811.00	\$ 20,078.00	\$ 7,531,889.00

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

REGION 3	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 ALERTS	INCREASE (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 63,423.00	\$ 69,302.00	\$ -	\$ 69,302.00
2. OAA ADMIN. III C-1	\$ -	\$ 174,387.00	\$ 174,387.00	\$ -	\$ 174,387.00
3. OAA ADMIN. III-E	\$ -	\$ 23,920.00	\$ 23,920.00	\$ -	\$ 23,920.00
4. SSBG ADMIN.	\$ -	\$ 69,867.00	\$ 69,867.00	\$ -	\$ 69,867.00
5. TITLE III-B	\$ -	\$ 579,410.00	\$ 579,410.00	\$ -	\$ 579,410.00
6. TITLE III-C1	\$ -	\$ 569,075.00	\$ 569,075.00	\$ -	\$ 569,075.00
7. TITLE III-C2	\$ -	\$ 434,282.00	\$ 434,282.00	\$ -	\$ 434,282.00
8. TITLE III-D	\$ -	\$ 33,876.00	\$ 33,876.00	\$ -	\$ 33,876.00
9. TITLE III-E CAREGIVER	\$ 3,360.00	\$ 255,181.00	\$ 258,541.00	\$ -	\$ 258,541.00
10. NSIP	\$ -	\$ 231,450.00	\$ 231,450.00	\$ -	\$ 231,450.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 4,845.00	\$ 4,845.00	\$ -	\$ 4,845.00
12. TITLE VII FED. OMB	\$ -	\$ 28,309.00	\$ 28,309.00	\$ -	\$ 28,309.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 490,224.00	\$ 484,345.00	\$ -	\$ 484,345.00
14. STATE OMBUDSMAN	\$ -	\$ 46,376.00	\$ 46,376.00	\$ -	\$ 46,376.00
15. STATE RESPITE	\$ -	\$ 34,204.00	\$ 34,204.00	\$ -	\$ 34,204.00
16. SSBG (SERVICES)	\$ -	\$ 628,806.00	\$ 628,806.00	\$ -	\$ 628,806.00
17. S.H.I.P.	\$ -	\$ 43,266.00	\$ 43,266.00	\$ -	\$ 43,266.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 15,576.00	\$ 15,576.00	\$ 1,008.00	\$ 16,584.00
19. SCSEP (TITLE V)	\$ -	\$ 409,270.00	\$ 409,270.00	\$ (22,123.00)	\$ 387,147.00
20. MIPPA	\$ 4,000.00	\$ -	\$ 4,000.00	\$ -	\$ 4,000.00
21. ALZHEIMER'S DEMENTIA (ADSSP)	\$ 13,895.00	\$ -	\$ 13,895.00	\$ -	\$ 13,895.00
22. HB2695 - LOTTERY	\$ -	\$ -	\$ 58,795.00	\$ -	\$ 58,795.00
TOTAL	\$ 21,255.00	\$ 4,135,747.00	\$ 4,215,797.00	\$ (21,115.00)	\$ 4,194,682.00

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

REGION 4	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 ALERTS	INCREASE (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 61,093.00	\$ 66,756.00	\$ -	\$ 66,756.00
2. OAA ADMIN. III C-1	\$ -	\$ 189,305.00	\$ 189,305.00	\$ -	\$ 189,305.00
3. OAA ADMIN. III-E	\$ -	\$ 27,040.00	\$ 27,040.00	\$ -	\$ 27,040.00
4. SSBG ADMIN.	\$ -	\$ 58,389.00	\$ 58,389.00	\$ -	\$ 58,389.00
5. TITLE III-B	\$ -	\$ 586,414.00	\$ 586,414.00	\$ -	\$ 586,414.00
6. TITLE III-C1	\$ -	\$ 575,757.00	\$ 575,757.00	\$ -	\$ 575,757.00
7. TITLE III-C2	\$ -	\$ 440,541.00	\$ 440,541.00	\$ -	\$ 440,541.00
8. TITLE III-D	\$ -	\$ 34,393.00	\$ 34,393.00	\$ -	\$ 34,393.00
9. TITLE III-E CAREGIVER	\$ 3,428.00	\$ 259,081.00	\$ 262,509.00	\$ -	\$ 262,509.00
10. NSIP	\$ -	\$ 195,492.00	\$ 195,492.00	\$ -	\$ 195,492.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 4,920.00	\$ 4,920.00	\$ -	\$ 4,920.00
12. TITLE VII FED. OMB	\$ -	\$ 28,741.00	\$ 28,741.00	\$ -	\$ 28,741.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 471,998.00	\$ 466,335.00	\$ -	\$ 466,335.00
14. STATE OMBUDSMAN	\$ -	\$ 43,095.00	\$ 43,095.00	\$ -	\$ 43,095.00
15. STATE RESPITE	\$ -	\$ 34,743.00	\$ 34,743.00	\$ -	\$ 34,743.00
16. SSBG (SERVICES)	\$ -	\$ 690,696.00	\$ 690,696.00	\$ -	\$ 690,696.00
17. S.H.I.P.	\$ -	\$ 37,542.00	\$ 37,542.00	\$ -	\$ 37,542.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 12,463.00	\$ 12,463.00	\$ 1,404.00	\$ 13,867.00
19. MIPPA	\$ 6,700.00	\$ -	\$ 6,700.00	\$ -	\$ 6,700.00
20. ALZHEIMER'S DEMENTIA (ADSSP)	\$ 17,246.04	\$ -	\$ 17,246.04	\$ -	\$ 17,246.04
21. HB2695 - LOTTERY	\$ -	\$ -	\$ 56,635.00	\$ -	\$ 56,635.00
TOTAL	\$ 27,374.04	\$ 3,751,703.00	\$ 3,835,712.04	\$ 1,404.00	\$ 3,837,116.04

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

REGION 5	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 ALERTS	INCREASE (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 50,956.00	\$ 55,680.00	\$ -	\$ 55,680.00
2. OAA ADMIN. III C-1	\$ -	\$ 155,657.00	\$ 155,657.00	\$ -	\$ 155,657.00
3. OAA ADMIN. III-E	\$ -	\$ 20,003.00	\$ 20,003.00	\$ -	\$ 20,003.00
4. SSBG ADMIN.	\$ -	\$ 44,356.00	\$ 44,356.00	\$ -	\$ 44,356.00
5. TITLE III-B	\$ -	\$ 449,618.00	\$ 449,618.00	\$ -	\$ 449,618.00
6. TITLE III-C1	\$ -	\$ 442,044.00	\$ 442,044.00	\$ -	\$ 442,044.00
7. TITLE III-C2	\$ -	\$ 334,735.00	\$ 334,735.00	\$ -	\$ 334,735.00
8. TITLE III-D	\$ -	\$ 26,044.00	\$ 26,044.00	\$ -	\$ 26,044.00
9. TITLE III-E CAREGIVER	\$ 2,635.00	\$ 196,190.00	\$ 198,825.00	\$ -	\$ 198,825.00
10. NSIP	\$ -	\$ 146,545.00	\$ 146,545.00	\$ -	\$ 146,545.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 3,725.00	\$ 3,725.00	\$ -	\$ 3,725.00
12. TITLE VII FED. OMB	\$ -	\$ 21,764.00	\$ 21,764.00	\$ -	\$ 21,764.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 398,832.00	\$ 394,108.00	\$ -	\$ 394,108.00
14. STATE OMBUDSMAN	\$ -	\$ 37,080.00	\$ 37,080.00	\$ -	\$ 37,080.00
15. STATE RESPITE	\$ -	\$ 22,695.00	\$ 22,695.00	\$ -	\$ 22,695.00
16. SSBG (SERVICES)	\$ -	\$ 464,880.00	\$ 464,880.00	\$ -	\$ 464,880.00
17. S.H.I.P.	\$ -	\$ 44,928.00	\$ 44,928.00	\$ -	\$ 44,928.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 10,901.00	\$ 10,901.00	\$ 3,108.00	\$ 14,009.00
19. SCSEP (TITLE V)	\$ -	\$ 154,859.00	\$ 154,859.00	\$ -	\$ 154,859.00
20. ALZHEIMER'S DEMENTIA (ADSSP)	\$ 13,400.00	\$ -	\$ 13,400.00	\$ -	\$ 13,400.00
21. MIPPA	\$ -	\$ -	\$ -	\$ -	\$ -
22. HB2695 - LOTTERY	\$ -	\$ -	\$ 47,238.00	\$ -	\$ 47,238.00
23. SPP	\$ -	\$ -	\$ -	\$ 4,379.00	\$ 4,379.00
TOTAL	\$ 16,035.00	\$ 3,025,812.00	\$ 3,089,085.00	\$ 7,487.00	\$ 3,096,572.00

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

REGION 6	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 ALERTS	INCREASE (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 47,532.00	\$ 51,938.00	\$ -	\$ 51,938.00
2. OAA ADMIN. III C-1	\$ -	\$ 119,019.00	\$ 119,019.00	\$ -	\$ 119,019.00
3. OAA ADMIN. III-E	\$ -	\$ 12,342.00	\$ 12,342.00	\$ -	\$ 12,342.00
4. SSBG ADMIN.	\$ -	\$ 50,860.00	\$ 58,674.00	\$ -	\$ 58,674.00
5. TITLE III-B	\$ -	\$ 307,530.00	\$ 307,530.00	\$ -	\$ 307,530.00
6. TITLE III-C1	\$ -	\$ 303,181.00	\$ 303,181.00	\$ -	\$ 303,181.00
7. TITLE III-C2	\$ -	\$ 224,731.00	\$ 224,731.00	\$ -	\$ 224,731.00
8. TITLE III-D	\$ -	\$ 17,362.00	\$ 17,362.00	\$ -	\$ 17,362.00
9. TITLE III-E CAREGIVER	\$ 1,808.00	\$ 130,780.00	\$ 132,588.00	\$ -	\$ 132,588.00
10. NSIP	\$ -	\$ 96,727.00	\$ 96,727.00	\$ -	\$ 96,727.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 2,483.00	\$ 2,483.00	\$ -	\$ 2,483.00
12. TITLE VII FED. OMB	\$ -	\$ 14,508.00	\$ 14,508.00	\$ -	\$ 14,508.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 372,950.00	\$ 368,544.00	\$ -	\$ 368,544.00
14. STATE OMBUDSMAN	\$ -	\$ 35,207.00	\$ 35,207.00	\$ -	\$ 35,207.00
15. STATE RESPITE	\$ -	\$ 19,628.00	\$ 19,628.00	\$ -	\$ 19,628.00
16. SSBG (SERVICES)	\$ -	\$ 535,884.00	\$ 528,070.00	\$ -	\$ 528,070.00
17. S.H.I.P.	\$ -	\$ 21,834.00	\$ 21,834.00	\$ -	\$ 21,834.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 6,237.00	\$ 6,237.00	\$ 2,196.00	\$ 8,433.00
19. MIPPA	\$ -	\$ -	\$ -	\$ -	\$ -
20. HB2695 - LOTTERY	\$ -	\$ -	\$ 44,064.00	\$ -	\$ 44,064.00
21. SPP	\$ -	\$ -	\$ -	\$ 4,379.00	\$ 4,379.00
TOTAL	\$ 1,808.00	\$ 2,318,795.00	\$ 2,364,667.00	\$ 6,575.00	\$ 2,371,242.00

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

REGION 7	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 ALERTS	INCREASE (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 20,297.00	\$ 22,179.00	\$ -	\$ 22,179.00
2. OAA ADMIN. III C-1	\$ -	\$ 132,509.00	\$ 132,509.00	\$ -	\$ 132,509.00
3. OAA ADMIN. III-E	\$ -	\$ 15,163.00	\$ 15,163.00	\$ -	\$ 15,163.00
4. SSBG ADMIN.	\$ -	\$ -	\$ -	\$ -	\$ -
5. TITLE III-B	\$ -	\$ 364,042.00	\$ 364,042.00	\$ -	\$ 364,042.00
6. TITLE III-C1	\$ -	\$ 375,288.00	\$ 375,288.00	\$ -	\$ 375,288.00
7. TITLE III-C2	\$ -	\$ 265,203.00	\$ 265,203.00	\$ -	\$ 265,203.00
8. TITLE III-D	\$ -	\$ 20,767.00	\$ 20,767.00	\$ -	\$ 20,767.00
9. TITLE III-E CAREGIVER	\$ -	\$ 156,833.00	\$ 156,833.00	\$ -	\$ 156,833.00
10. NSIP	\$ -	\$ 230,583.00	\$ 230,583.00	\$ -	\$ 230,583.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 3,185.00	\$ 3,185.00	\$ -	\$ 3,185.00
12. TITLE VII FED. OMB	\$ -	\$ 17,433.00	\$ 17,433.00	\$ -	\$ 17,433.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 146,303.00	\$ 144,421.00	\$ -	\$ 144,421.00
14. STATE OMBUDSMAN	\$ -	\$ 30,000.00	\$ 30,000.00	\$ -	\$ 30,000.00
15. STATE RESPITE	\$ -	\$ 6,372.00	\$ 6,372.00	\$ -	\$ 6,372.00
16. SSBG (SERVICES)	\$ -	\$ -	\$ -	\$ -	\$ -
17. S.H.I.P.	\$ -	\$ 14,250.00	\$ -	\$ -	\$ -
18. SENIOR MEDICARE PATROL	\$ -	\$ 913.00	\$ 913.00	\$ (913.00)	\$ -
19. MIPPA	\$ -	\$ -	\$ -	\$ -	\$ -
20. HB2695 - LOTTERY	\$ -	\$ -	\$ 18,816.00	\$ -	\$ 18,816.00
TOTAL	\$ -	\$ 1,799,141.00	\$ 1,803,707.00	\$ (913.00)	\$ 1,802,794.00

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

REGION 8	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 ALERTS	INCREASE (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 21,869.00	\$ 23,897.00	\$ -	\$ 23,897.00
2. OAA ADMIN. III C-1	\$ -	\$ 126,706.00	\$ 126,706.00	\$ -	\$ 126,706.00
3. OAA ADMIN. III-E	\$ -	\$ 13,949.00	\$ 13,949.00	\$ -	\$ 13,949.00
4. SSBG ADMIN.	\$ -	\$ -	\$ -	\$ -	\$ -
5. TITLE III-B	\$ -	\$ 294,754.00	\$ 294,754.00	\$ -	\$ 294,754.00
6. TITLE III-C1	\$ -	\$ 290,557.00	\$ 290,557.00	\$ -	\$ 290,557.00
7. TITLE III-C2	\$ -	\$ 215,539.00	\$ 215,539.00	\$ -	\$ 215,539.00
8. TITLE III-D	\$ -	\$ 16,655.00	\$ 16,655.00	\$ -	\$ 16,655.00
9. TITLE III-E CAREGIVER	\$ 1,757.00	\$ 125,464.00	\$ 127,221.00	\$ -	\$ 127,221.00
10. NSIP	\$ -	\$ 119,096.00	\$ 119,096.00	\$ -	\$ 119,096.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 2,381.00	\$ 2,381.00	\$ -	\$ 2,381.00
12. TITLE VII FED. OMB	\$ -	\$ 13,917.00	\$ 13,917.00	\$ -	\$ 13,917.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 160,451.00	\$ 158,423.00	\$ -	\$ 158,423.00
14. STATE OMBUDSMAN	\$ -	\$ 30,000.00	\$ 30,000.00	\$ -	\$ 30,000.00
15. STATE RESPITE	\$ -	\$ 6,372.00	\$ 6,372.00	\$ -	\$ 6,372.00
16. SSBG (SERVICES)	\$ -	\$ -	\$ -	\$ -	\$ -
17. S.H.I.P.	\$ -	\$ 11,250.00	\$ 25,500.00	\$ -	\$ 25,500.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 1,837.00	\$ 1,837.00	\$ 996.00	\$ 2,833.00
19. MIPPA	\$ -	\$ -	\$ -	\$ -	\$ -
20. HB2695 - LOTTERY	\$ -	\$ -	\$ 20,273.00	\$ -	\$ 20,273.00
TOTAL	\$ 1,757.00	\$ 1,450,797.00	\$ 1,487,077.00	\$ 996.00	\$ 1,488,073.00

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

STATE TOTAL	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 AWARDS	INCREASE/ (DECREASE) SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
1. STATE ADMIN.	\$ -	\$ 755,100.00	\$ 825,100.00	\$ -	\$ 825,100.00
2. OAA ADMIN. III C-1	\$ -	\$ 1,996,110.00	\$ 1,996,110.00	\$ -	\$ 1,996,110.00
3. OAA ADMIN. III-E	\$ -	\$ 317,044.00	\$ 317,044.00	\$ -	\$ 317,044.00
4. SSBG ADMIN.	\$ -	\$ 752,744.00	\$ 760,558.00	\$ -	\$ 760,558.00
5. TITLE III-B	\$ -	\$ 6,382,036.00	\$ 6,382,036.00	\$ -	\$ 6,382,036.00
6. TITLE III-C1	\$ -	\$ 6,274,708.00	\$ 6,274,708.00	\$ -	\$ 6,274,708.00
7. TITLE III-C2	\$ -	\$ 4,832,995.00	\$ 4,832,995.00	\$ -	\$ 4,832,995.00
8. TITLE III-D	\$ -	\$ 378,741.00	\$ 378,741.00	\$ -	\$ 378,741.00
9. TITLE III-E CAREGIVER	\$ 35,226.00	\$ 2,853,402.00	\$ 2,888,628.00	\$ -	\$ 2,888,628.00
10. NSIP	\$ -	\$ 1,831,908.00	\$ 1,831,908.00	\$ -	\$ 1,831,908.00
11. TITLE VII ELDER ABUSE	\$ -	\$ 54,381.00	\$ 54,381.00	\$ -	\$ 54,381.00
12. TITLE VII FED. OMB	\$ -	\$ 316,574.00	\$ 316,574.00	\$ -	\$ 316,574.00
13. STATE IND. LIVING SUPPORTS	\$ -	\$ 5,519,784.00	\$ 5,449,784.00	\$ -	\$ 5,449,784.00
14. STATE OMBUDSMAN	\$ -	\$ 814,116.00	\$ 814,116.00	\$ -	\$ 814,116.00
15. STATE RESPITE	\$ -	\$ 462,000.00	\$ 462,000.00	\$ -	\$ 462,000.00
16. SSBG (SERVICES)	\$ -	\$ 7,052,367.00	\$ 7,044,553.00	\$ -	\$ 7,044,553.00
17. S.H.I.P.	\$ -	\$ 504,006.00	\$ 504,006.00	\$ -	\$ 504,006.00
18. SENIOR MEDICARE PATROL	\$ -	\$ 158,543.00	\$ 158,543.00	\$ 10,127.00	\$ 168,670.00
19. REFUGEE	\$ 49,891.57	\$ -	\$ 53,891.57	\$ -	\$ 53,891.57
20. SCSEP (TITLE V)	\$ -	\$ 951,275.00	\$ 951,275.00	\$ -	\$ 951,275.00
21. ALZHEIMER'S DEMENTIA (ADSSP)	\$ 89,114.76	\$ -	\$ 89,114.76	\$ -	\$ 89,114.76
22. MIPPA	\$ 10,700.00	\$ -	\$ 10,700.00	\$ -	\$ 10,700.00
23. HB2695 - LOTTERY	\$ -	\$ -	\$ 700,000.00	\$ -	\$ 700,000.00
24. SPP	\$ -	\$ -	\$ -	\$ 60,570.00	\$ 60,570.00
TOTAL	\$ 184,932.33	\$ 42,207,834.00	\$ 43,096,766.33	\$ 70,697.00	\$ 43,167,463.33

DIVISION OF AGING & ADULT SERVICES

CONTRACT OBLIGATION FOR SFY 2017

STATE TOTAL	SFY 2016 CARRYOVER	INITIAL SFY 2017 ALERTS	TOTAL SFY 2017 AWARDS	REVISED SFY 2017 ALERTS	REVISED TOTAL SFY 2017 AWARDS
STATE ADMIN.	\$ -	\$ 755,100.00	\$ 825,100.00	\$ -	\$ 825,100.00
OLDER AMERICANS ACT	\$ 35,226.00	\$ 23,405,991.00	\$ 23,441,217.00	\$ -	\$ 23,441,217.00
STATE (ILS, RSP, OMB, SPP)	\$ -	\$ 6,795,900.00	\$ 6,725,900.00	\$ 60,570.00	\$ 6,786,470.00
SSBG REGIONS 1-8	\$ -	\$ 7,805,111.00	\$ 7,805,111.00	\$ -	\$ 7,805,111.00
S.H.I.P./SENIOR PATROL	\$ -	\$ 662,549.00	\$ 662,549.00	\$ 10,127.00	\$ 672,676.00
NSIP	\$ -	\$ 1,831,908.00	\$ 1,831,908.00	\$ -	\$ 1,831,908.00
REFUGEE	\$ 49,891.57	\$ -	\$ 53,891.57	\$ -	\$ 53,891.57
SCSEP TITLE V	\$ -	\$ 951,275.00	\$ 951,275.00	\$ -	\$ 951,275.00
ALZHEIMER'S DEMENTIA (ADSSP)	\$ 89,114.76	\$ -	\$ 89,114.76	\$ -	\$ 89,114.76
MIPPA	\$ 10,700.00	\$ -	\$ 10,700.00	\$ -	\$ 10,700.00
HB2695 - LOTTERY	\$ -	\$ -	\$ 700,000.00	\$ -	\$ 700,000.00
BELOW-THE-LINE SUBTOTAL	\$ 184,932.33	\$ 42,207,834.00	\$ 43,096,766.33	\$ 70,697.00	\$ 43,167,463.33
TOTAL	\$ 184,932.33	\$ 42,207,834.00	\$ 43,096,766.33	\$ 70,697.00	\$ 43,167,463.33

NOTE: The following list reflects the most recent ALERTS issued to support the amounts reflected:

ALERT	FUND SOURCE	DATE ISSUED
1. ALERT 17-1A	TITLE III/VII PLANNING LEVELS FOR SFY 2017	5/31/2016
2. ALERT 17-2A	SSBG ALLOCATIONS FOR SFY 2017	5/31/2016
3. ALERT 17-3B	STATE ALLOCATIONS FOR SFY 2017	6/24/2016
4. ALERT 17-5	SCSEP/TITLE V ALLOCATIONS FOR SFY 2017	2/29/2016
5. ALERT 17-6	NSIP ALLOCATIONS FOR SFY 2017	2/29/2016
6. ALERT 17-7B	SHIP & SENIOR PATROL ALLOCATIONS FOR SFY 2017	6/24/2016
7. ALERT 17-11	REFUGEE ALLOCATIONS FOR SFY 2017	5/31/2016
8. ALERT 17-11A	MIPPA/ADSSP ALLOCATIONS FOR SFY 2017	5/31/2016