

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Area Agency Administration	Activities to ensure the development and implementation of a comprehensive and coordinated system to serve older adults and family caregivers within the AAA's planning and service area. Responsibilities include being the focal point for aging services; providing advocacy for older people in their service area; evaluating regional strengths and local resources; identifying service gaps, including people with the greatest economic and social need; developing and implementing an area plan based on the OAA; procuring services funded with federal and state funds; negotiating and managing contracts; reporting; reimbursement; accounting; auditing; monitoring; and quality assurance. (AAAPPM ^v Section B-1010 and Section C-1010)	NA	Directly by the AAA	NA	NA	NA	- Title III-B - Title III-C1 - Title III-C2 - Title III-E - State General Revenue
Assisted Transportation	Assistance and transportation, including escort or other appropriate assistance, for a person who has difficulties (physical or cognitive) using regular vehicular transportation. This service does not include any other activity.	One, one-way trip Note: Each one-way trip from one location to another counts as a unit. For example, a 'roundtrip' is equal to two units of service.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	- Fixed Unit Rate - Variable Unit Rate	SPR - Unduplicated – Intake - Units - One, One-way trip	QPR - Units - Unduplicated persons count	- Title III-B - Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - State General Revenue

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Care Coordination (Case Management)	A service to assess the needs of an older person and effectively plan, arrange, coordinate, and follow up on services which most appropriately meet the identified needs as mutually defined by the older person, the access and assistance staff, and where appropriate, a family member(s) or other caregiver(s). A Consumer Needs Evaluation (CNE) is required. (AAAPPM Section D-1040)	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours. A unit is the time spent by staff, or a qualified designee, engaged in working with an eligible person. A unit of service does not include travel time, staff training, program publicity, or direct services other than care coordination. These items may be considered as “other expenses” under the reimbursement methodology.	• Directly by the AAA • By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator	• Fixed Unit Rate plus other expenses • Fixed Unit Rate	SPR • “Case Management” • Unduplicated – Intake • Units – One hour of service OAA • ADL/IADL CNE	QPR • Units • Unduplicated persons count Performance Measure • Number of persons • Cost per person	• Title III-B • Disaster Relief as approved by HHSC • State General Revenue
Caregiver Counseling	A service designed to support caregivers to improve their emotional well-being and assist them in their decision-making and problem solving. Counselors must have appropriate education and experience in counseling and be licensed to practice in Texas. This service includes individual counseling or group sessions. Counseling is a separate function apart from support group activities or training.	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	• By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator	• Cost Reimbursement • Fixed Unit Rate	SPR • Unduplicated – Intake • Relationship to Care Recipient • Units – One hour	QPR • Units • Unduplicated persons count	• Title III-E • Title III-E ORC^{vi} • Title VII-EAP^{vii}: Counseling to caregivers concerning elder abuse, neglect, and exploitation. • Disaster Relief as approved by HHSC • State General Revenue

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Caregiver Information Services	A service that provides for the dissemination of accurate, timely and relevant caregiver related information through public group activities such as handing out publications, conducting group presentations, seminars, health fairs and mass media. Developing a resource library and other informational resources for use in the dissemination of caregiver information is a component of this service.	One Activity Note: Service units are for activities directed to a group of current or potential caregivers. Count only one activity for each event. If provided in a group meeting or an event such as a health fair, each person receives a service; therefore, each eligible person is counted towards the estimated audience.	- Directly by the AAA - By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	- Fixed Unit Rate plus other expenses - Cost Reimbursement	SPR “Information Services” - Estimated Audience - Units – One activity	QPR - Units - Estimated Audience	- Title III-E - Title III-E ORC - Title VII-EAP: Information for caregivers concerning elder abuse, neglect, and exploitation. - Disaster Relief as approved by HHSC - State General Revenue

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Caregiver Support Coordination (Caregiver Case Management)	An ongoing service provided to a caregiver to assess the needs of a caregiver to effectively plan, arrange, coordinate, and follow up on services which most appropriately meet the identified needs of the caregiver, as mutually defined by the caregiver, the care recipient, and the access and assistance staff. A Form 2270, Caregiver Intake, is required. (AAAPPM Section D-1030) A Caregiver Assessment Questionnaire is required. (AAAPPM Section D-1050)	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours. A unit is defined as the time, which is spent by the caregiver specialist, or qualified designee, engaged in working with an eligible caregiver. A unit of service does not include travel time, staff training, program publicity or direct services other than caregiver support coordination. These items may be considered as “other expenses” under the reimbursement methodology.	• Directly by the AAA • By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator	• Fixed Unit Rate plus other expenses • Fixed Unit Rate	SPR • “Access Assistance” • Estimated Unduplicated Caregivers • Relationship to Care Recipient • Units – One hour	QPR • Units • Unduplicated persons count – Intake	• Title III-E • Title III-E ORC • Disaster Relief as approved by HHSC • State General Revenue

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Caregiver Support Groups	A service to facilitate caregivers to discuss their common experiences and concerns and develop a mutual support system. Support groups are typically held on a regularly scheduled basis and may be conducted in person, over the phone, or online. Support groups are led by a trained person, moderator or professional licensed to practice in Texas, such as a social worker, counselor, or therapist. This service does not include “caregiver education groups,” “peer-to-peer support groups,” or other groups primarily aimed at teaching skills or meeting on an informal basis without a facilitator who possesses training or the required credentials.	Session A session is typically 30 minutes to one hour.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	- Cost Reimbursement - Fixed Unit Rate	SPR Units - Sessions	QPR - Units - Estimated Audience	- Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - State General Revenue
Caregiver Training	A service that provides family caregivers with instruction to improve knowledge and performance of specific skills relating to their caregiving roles and responsibilities. Skills may include activities related to health, nutrition, and financial management, providing personal care, and communicating with health care providers and other family members. Training may include the use of evidence-based programs, be conducted in-person or online, and be provided in individual or group settings.	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	- Cost Reimbursement - Fixed Unit Rate	SPR - Unduplicated – Intake - Units – One hour - Relationship to Care Recipient	QPR - Units - Unduplicated persons count	- Title III-E - Title III-E ORC - Title VII-EAP: Training for caregivers concerning elder abuse, neglect, and exploitation. - Disaster Relief as approved by HHSC - State General Revenue

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Chore Maintenance	A service to perform heavy household tasks which an older person is not able to perform on their own, such as heavy cleaning (e.g., scrubbing floors, washing walls, or washing windows inside and outside), moving heavy furniture or maintenance such as yard or sidewalk maintenance. A CNE is required. (AAAPPM Section D-1040)	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	- Authorized by a care coordinator for purchase through a contractor - Authorized by a care coordinator through a delegated purchase	Variable Unit Rate	SPR “Chore” - Unduplicated – Intake - Units – One hour of service OAA - ADL/IADL CNE	QPR - Units - Unduplicated persons count	- Title III-B - Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - State General Revenue
Congregate Meals	A hot or other appropriate meal served to an older person who is eligible in a congregate setting. Such as community centers, schools, restaurants, faith-based locations, and other community gathering places — sometimes including virtual settings. Congregate Meals provide opportunities for social engagement, learning, and volunteering. F-1100 Congregate Meals Texas Health and Human Services A Nutritional Risk Assessment is required. (AAAPPM D-1060)	One Meal	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator - Authorized through Data Management if requirements are met (Reference AAA-PI 312 Data Management Guide)	Fixed Unit Rate per Meal served	SPR “Congregate Meal” - Unduplicated – Intake - Number of unduplicated at high nutritional risk - Nutrition Risk Assessment - Units – One meal	QPR - Units - Unduplicated persons count Performance Measure - Number of units Cost per unit	- Title III-C1 - Disaster Relief as approved by HHSC - State General Revenue - NSIP [Note: NSIP to be used for the purchase of food only. No units should be applied to NSIP funding.]

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Data Management	Activities directly related to data entry and reporting for services not directly provided by the AAA. Includes activities directly related to the direct purchase of service, service authorization and document verification to support the provision, tracking and reporting of congregate meals, home delivered meals and transportation services. Also includes the validation of complete and accurate data in the HHS statewide system and report preparation by AAA staff in support of the annual SPR and the QPR. Reference AAA-PI 312 Data Management Guide	NA	• Directly by the AAA • By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator	• Cost Reimbursement	NA	NA	• Title III-B • Title III-C1 • Title III-C2 • Title III-E • Disaster Relief as approved by HHSC • State General Revenue
Day Activity and Health Services	Services provided in a congregate, non-residential setting for an older person who needs supervision but does not require institutionalization. Services may include any combination of social and recreational activities, health maintenance, transportation, meals and other supportive services. A CNE is required. (AAAPPM Section D-1040)	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	• Only authorized by a care coordinator	• Fixed Unit Rate	SPR • “Adult Day Care/Health” • Unduplicated Intake • Units – One day of service OAA • ADL/IADL CNE	QPR • Units – A Day • Unduplicated persons count	• Title III-B • Disaster Relief as approved by HHSC • State General Revenue
Emergency Response	Services for an older person who is homebound or frail to establish an automatic monitoring system which links to emergency medical services when the person’s life or safety is in jeopardy. Emergency Response System (ERS) services include the installation of the individual monitoring unit, key lockbox, training associated with the use of the system, periodic checking to ensure that the unit is functioning properly, equipment maintenance calls,	One Month of ERS service Report one unit for each month of service if an older person received services at any time during the month. If an installation fee is charged, a separate unit	• Only authorized by a care coordinator	• Fixed Unit Rate plus other expenses	NA	QPR • Units • Unduplicated persons count - Intake	• Title III-B • Title III-E • Disaster Relief as approved by HHSC • State General Revenue

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	response to an emergency call by a medical professional, para- professional or volunteer, and follow up with the older person. A CNE is required. (AAAPPM Section D- 1040)	rate may be established for this charge.					
Evidence Based Intervention (Health Promotion)	Activities related to the prevention and mitigation of the effects of chronic disease (including osteoporosis, hypertension, obesity, diabetes, and cardiovascular disease), infectious disease, vaccine-preventable disease, prevention of sexually transmitted diseases, as well as alcohol and substance abuse reduction, chronic pain management, smoking cessation, weight loss and control, stress management, falls prevention, physical activity and improved nutrition. Activities must meet the Administration for Community Living (ACL)’s definition for an evidence-based program. Provides for the implementation of evidence-based programs to improve health and well-being and reduce disease and injury. Evidence-Based Programs must meet all the following: • be demonstrated through evaluation to be effective for improving the health and well-being or reducing disease, disability, injury or both, among older adults; • be proven effective with older adult population, using Experimental or Quasi-Experimental Design; • be published in peer-review journal; • be fully translated in one or more community site(s); and • include developed dissemination products that are available to the public.	One Contact Record one contact each time an older person participates in an activity that is a component of an evidence-based intervention program.	• By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator	• Fixed Unit Rate • Cost Reimbursement	NA	QPR • Units • Unduplicated persons count- Intake	• Title III-B • Title III-D [Note: Only activities and expenditures directly related to specific approved programs. Caregivers under age 60 may not receive evidence-based services using Title III-D funds.] • Title III-E [Note: Including services to caregivers under 60 if Title III-E eligibility requirements are met.] • Title III-E ORC State General Revenue

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	Activities and expenditures directly related to an evidence-based intervention program: • Procurement of training services or mandatory materials needed to implement specific Evidence Based Intervention (EBI) groups, sessions or classes • Training of AAA staff or volunteers to effectively implement specific EBI groups, sessions or classes • Publicity related to events to promote specific EBI groups, sessions or classes • AAA staff time, travel, and materials needed to conduct specific EBI groups, sessions or classes • Procurement, printing or copying of materials mandatory to implement specific EBI groups, sessions or classes • Other expenses which are required to ensure and maintain the fidelity of EBI programs. Fidelity is defined as the commitment by the organization to fully implement the program with integrity to its original design and how the delivery of an intervention faithfully follows the outline and content of the program as specified in the program materials (per NCOA website's "Offering Evidence-Based Programs"). Reference AAA-PI 309 Health Promotion Services						

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Health Maintenance (Health Promotion)	Services that include one or more of the following activities: • Medical treatment by health professional • Health education and counseling services for persons or groups about lifestyles and daily activities. Activities may include, but are not limited to: - o Art and dance – movement therapy - o Programs in prevention or reduction of the effects of chronic disabling conditions - o Alcohol and substance abuse - o Smoking cessation - o Weight loss and control - o Stress management • Home health services include, but are not limited to, nursing, physical therapy, speech or occupational therapy • Provision of medications, nutritional supplements, glasses, dentures, hearing aids or other devices necessary to promote or maintain the health or safety of the older person. Note: Also includes the provision of dosage alert systems and the purchase of software, technical support, and materials that connect an eligible older person to free or reduced cost prescription medication services. Reference AAA-PI 309 Health Promotion Services and AAA-TA 06-09 Unit of Health Maintenance	One Contact Record one contact each time an older person receives a health service as described.	• Authorized by a care coordinator for purchase through a contractor • Authorized by a care coordinator through a delegated purchase	• Variable Unit Rate	NA	QPR • Units • Unduplicated persons count – Intake	• Title III-B • Title III-E • Title III-E ORC • Disaster Relief as approved by HHSC • State General Revenue

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Health Screening and Monitoring (Health Promotion)	Activities to assess the level of health and wellness of an older person and ensure the eligible person is made aware of health services available in their community for appropriate follow-up care. Services may be provided in senior centers, nutrition sites, health fairs or other community settings or in a person’s home. Activities may include the following: • Blood pressure • Hearing • Vision • Dental • Podiatry • Nutritional status • Blood tests • Urinalysis • Home injury control safety • Depression • Oral Health • Mental and Behavioral Health • Falls Prevention Reference AAA-PI 309 Health Promotion Services	One Contact Record one contact each time an older person receives a separate health screening or monitoring service.	• By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator • Authorized by a care coordinator through a delegated purchase	• Variable Unit Rate	NA	QPR • Units • Estimated persons count	• Title III-B • Disaster Relief as approved by HHSC • State General Revenue

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HICAP ^{viii} Assistance	Counseling or representation services provided by a non-lawyer such as a certified benefits counselor, where permitted by law, to Medicare beneficiaries, family members, caregivers or others working on behalf of an eligible person. An eligible person is one of the following: • A Medicare beneficiary, a new to Medicare enrollee, a dually eligible (Medicare and Medicaid) beneficiary, a Medicare beneficiary who is disabled as determined by Social Security Administration criteria, a person assisting a Medicare beneficiary and the person receives assistance related to a Medicare or State Health Insurance Assistance Program (SHIP) topic or both. Assistance includes all contacts for the purpose of relaying Medicare and SHIP related information between a counselor and an eligible person. SHIP Assistance activities include the following: • Advice or Counseling: A recommendation involving Medicare benefits and related topics made to an eligible person regarding a course of conduct, or how to proceed in a matter, given either on a brief or one-time basis, or on an ongoing basis. May be given by phone or in person. • Document Preparation: One-on-one assistance given to an eligible person which helps in the preparation of documents related to Medicare and SHIP-related public entitlements, or health and long-term care insurance. Representation: Advocacy on behalf of an eligible person in protesting or complaining about a procedure or seeking special considerations by appealing an administrative decision related to Medicare benefits.	One Contact Contacts may be conducted over the phone, in person (on site), in person (at home), or through mail, e-mail, fax, web-based one-on-one chat sessions (where technology permits) or video based real time interactions over the web. Note: Postal mail, email, or fax to be selected when this is the only means of contact with the beneficiary. If receiving ACL HICAP funds, contacts must be reported through the Beneficiary Contact Form (BCF) for allowable ACL services. The BCF also requires reporting of total time spent with a person per day.	• Directly by the AAA By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a certified benefits counselor	• Cost Reimbursement	NA	QPR • Expenditures	• HICAP (SHIP Basic)

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HICAP Outreach	A service that provides for the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to Medicare beneficiaries and other target audiences about Medicare, public entitlements when related to low- income assistance for healthcare affordability, health and long-term care insurance, individual beneficiary rights, and health insurance planning and protection options. Education and outreach initiatives that include the dissemination of information through mass media may be budgeted. A group outreach activity includes: • An interactive presentation to the public either in-person or via electronic means, such as video conference, webinar, or teleconference; • A booth or exhibit at a conference, or other public event, such as a health fair, senior fair, or community event; or • An enrollment event. A media outreach activity is one where general program or Medicare information is shared through a type of media which may include: • billboard; • mass email; • social media; • website; • magazine, newspaper, newsletter, radio, television; or • printed information distributed through direct mail or by placement in local offices, libraries, or partner locations.	One Contact One contact is one outreach activity with the estimated number of attendees recorded. The Group and Media (GAM) form also requires reporting of total time spent on the event. Units generated under these activities must be reported using the GAM form. If a GAM event results in a benefits counselor providing HICAP Assistance to a person, a BCF must also be completed.	• Directly by the AAA • By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator	• Cost Reimbursement	NA	QPR • Expenditures	• HICAP (SHIP Basic)

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Home Delivered Meals	Hot, cold, frozen, dried, canned, fresh or supplemental food (with a satisfactory storage life) delivered to a person who is eligible in their place of residence. (AAAPPM Chapter F; Section D-1040 and Section D-1070). A CNE is required. (AAAPPM Section D-1040) A Nutritional Risk Assessment is required. (AAAPPM D-1060) For participants receiving multiple meals in one delivery, a Determination of Type of Meal is required. (AAAPPM D-1070)	One Meal	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator - Authorized through Data Management if requirements are met (Reference AAA-PI 312 Data Management Guide)	Fixed Unit Rate per Meal served	SPR “Home-Delivered Meal” - Number of unduplicated at high nutritional risk - Nutrition Risk Assessment - Unduplicated – Intake - Units – One meal OAA - ADL/IADL CNE with score 20 or greater, regardless of age	QPR - Units - Unduplicated persons count Performance Measure - Number of Units Cost per Unit	- Title III-C2 - Title III-E - Disaster Relief as approved by HHSC - State General Revenue - NSIP [Note: NSIP to be used for the purchase of food only. No units should be applied to NSIP funding.]
Homemaker	Services provided by trained and supervised homemakers involving the performance of light housekeeping tasks and home management. Activities may include the performance of light housekeeping, home management, meal preparation, escort tasks, and shopping assistance. The objective is to help the older person sustain independent living in a safe and healthful home environment. A CNE is required. (AAAPPM Section D-1040)	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	Only authorized by a care coordinator	Fixed Unit Rate	SPR “Homemaker” - Unduplicated – Intake - Units – One hour OAA - ADL/IADL CNE	QPR - Units - Unduplicated persons count Performance Measure - Number of Persons - Cost per Person	- Title III-B - Disaster Relief as approved by HHSC - State General Revenue

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Homemaker - Voucher	A service provided through the consumer directed services option whereby an individual provider is chosen by the older person. Activities may include the performance of light housekeeping, home management, meal preparation, escort tasks, and shopping assistance, provided for an older person who requires assistance with these activities in their place of residence. The objective is to help the older person sustain independent living in a safe and healthful home environment. The term voucher identifies type of payment. A CNE is required. (AAAPPM Section D-1040)	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	Only authorized by a care coordinator	Cost Reimbursement	SPR “Homemaker” - Unduplicated – Intake - Units – One hour OAA - ADL/IADL CNE	QPR - Units - Unduplicated persons count	- Title III-B - Disaster Relief as approved by HHSC - State General Revenue
Income Support	Assistance in the form of a payment to a third-party provider for services or goods that support the basic needs of the person, on behalf of an older person or their caregiver.	One Contact The definition of the contact is a single payment to a provider on behalf of the older person or their caregiver.	- Authorized by a care coordinator for purchase through a contractor - Authorized by a care coordinator through a delegated purchase	Variable Unit Rate	NA	QPR - Units - Unduplicated persons count - Intake	- Title III-B - Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - Housing Bond - State General Revenue

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Information, Referral and Assistance	A service that includes: - assessing a person’s needs and appropriate response modes; - evaluating appropriate resources; - identifying organizations capable of meeting those needs; - providing enough information about each organization to help inquirers make an informed choice; - locating alternative resources when services are unavailable; and - when necessary, participating in linking the person to needed services and following up on referrals to ensure the service was provided. Completion of Form 2276, Intake, is not required. (AAAPPM D-1020)	One Contact Count one contact for every communication with or on behalf of an eligible person, regardless of the type of contact (initial, follow-up, accessing services). Count only the initial inquiry during a reporting month from an older person, caregiver or a person calling on behalf of an older person or caregiver.	- Directly by the AAA - By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	- Fixed Unit Rate - Cost Reimbursement	SPR “Information and Assistance” - Units – One contact - If funded by Title III-E, must have “Estimated Unduplicated Caregivers” - If funded by Title III-E ORC must have “Estimated Unduplicated Older Relative Caregivers”	QPR - Units - Estimated persons count (Initial Inquiry)	- Title III-B - Title III-E - Title III-E ORC - Title VII-EAP: Information, referral and assistance concerning elder abuse, neglect, and exploitation. - Disaster Relief as approved by HHSC - State General Revenue
Instruction and Training	Services that provide experience or knowledge to people or professionals working with older people to acquire skills in formal or informal individual or group settings.	One Contact Each eligible person in a training session is counted as one contact.	- Directly by the AAA - By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	Cost Reimbursement	NA	QPR - Units - Estimated persons count	- Title III-B - Title VII-EAP: Instruction and training concerning elder abuse, neglect, and exploitation. - State General Revenue

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Legal Assistance – 60 years and older	Advice or representation by an attorney, including assistance by a paralegal or law student under the supervision of an attorney, or assistance provided by a certified benefits counselor to an older person, or their caregiver with economic and social needs. Legal assistance activities include the following: • Advice or Counseling: A recommendation made to an older person regarding a course of conduct, or how to proceed in a matter, given either on a brief or one-time basis, or on an ongoing basis. May be given by phone or in person. • Document Preparation: Personal assistance given to an older person which helps with the preparation of necessary documents relating to public entitlements, health care, long-term care, individual rights, planning and protection options, and housing and consumer needs. • Representation: Advocacy on behalf of an older person in protesting or complaining about a procedure, or seeking special considerations by appealing an administrative decision, or representation by an attorney of an older person or class of older people in either the state or federal court systems. Services identified as “Legal Assistance Services” are Benefits Counseling, Representative Payee, and Guardianship.	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours. Record units of service for all people who are 60 or older in the eligible person’s case narrative, regardless of funding source. A unit of service does not include travel time, staff training, program publicity, or direct services other than legal assistance.	• By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a certified benefits counselor • Directly by a certified benefits counselor	• Fixed Unit Rate • Fixed Unit Rate plus other expenses • Cost Reimbursement	SPR • “Legal Assistance” • Units – One hour	QPR • Units • Unduplicated persons count – Intake • Non-Key Performance Measure	• Title III-B • Title III-E • Title III-E ORC • Title VII-EAP: Legal assistance concerning elder abuse, neglect, and exploitation. • Disaster Relief as approved by HHSC • State General Revenue

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Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Legal Awareness (Legal Outreach)	A service that provides for the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to an older person about public entitlements, health and long-term care services, individual rights, planning and protection options, and housing and consumer needs.	One Contact If provided in a group meeting or an event such as a health fair, each person receives a service; therefore, each eligible person is counted as one contact.	• Directly by the AAA • By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator	• Cost Reimbursement	NA	QPR • Units • Estimated persons count	• Title III-B • Title VII-EAP: Legal awareness concerning elder abuse, neglect, and exploitation. • Disaster Relief as approved by HHSC • State General Revenue
Mental Health Services (Health Promotion)	Assessment by a mental health professional to determine a need for mental health service(s) (diagnosis or screening) or the provision of services to support and improve the emotional well-being of a person. Mental health services shall be provided for a person who has mental health, emotional or socialization needs. The person may require support services, treatment, and additional referrals to address these needs. Such support services may include education, prevention, screening, referral, and intervention. Reference AAA-PI 309 Health Promotion Services	One Contact	• Only authorized by a care coordinator	• Variable Unit Rate	NA	QPR • Units • Unduplicated persons count - Intake	• Title III-B • Title III-E • Title III-E ORC • Disaster Relief as approved by HHSC • State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
MIPPA ^{ix} Outreach and Assistance	A service that provides for the dissemination of accurate, timely, and relevant information, eligibility criteria, requirements, and procedures to current or prospective Medicare beneficiaries and their caregivers specifically regarding Medicare Savings Programs (MSP), Low-Income Subsidy (LIS) and Medicare Preventive Benefits. Contacts generated under these activities must be reported using a BCF or the GAM form. A BCF is entered when a person receives application assistance, and the completed application is submitted in the same contact.	One Contact Provided for one person through application assistance and submission, resulting in a BCF: or to a group of people receiving general education and awareness, resulting in a GAM. If provided in a group meeting or an event such as a health fair, each eligible person is counted as one contact.	• Directly by the AAA • By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator	• Cost Reimbursement	NA	QPR • Expenditures	• MIPPA Priority Two (AAA)
Nutrition Consultation	Providing information or services related to nutrition by a licensed dietitian or other qualified person to a AAA or nutrition provider. Such services do not include the AAA responsibilities for monitoring.	NA	• Service must be provided to the AAA or the AAA's nutrition provider	• Cost Reimbursement	NA	NA	• Title III-C1 • Title III-C2 • State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Nutrition Counseling	Providing personalized advice or guidance about options and methods for improving nutritional status performed one-on-one by a registered dietitian to an older person at nutritional risk due to health or nutritional history, dietary intake, medications, or chronic illness. (AAAPPM Section F- 1340) A Nutritional Risk Assessment is required. (AAAPPM F-1320)	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	Fixed Unit Rate	SPR “Nutrition Counseling” - Number of unduplicated at high nutritional risk - Nutrition Risk Assessment - Unduplicated – Intake - Units – One hour per person	QPR - Units - Unduplicated persons count	- Title III-C1 - Title III-C2 - State General Revenue
Nutrition Education	The provision of information to an older person to promote nutritional well- being and to delay the onset of adverse health conditions resulting from poor nutritional health or sedentary behavior. All material must be developed and approved by a dietician or person with equivalent education and training. (AAAPPM Section F-1330)	One Session per person A session is counted for each eligible person attending a nutrition education session which may be conducted in a group or one-on-one.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	Fixed Unit Rate	SPR “Nutrition Education” - Units – One session per person	QPR - Units - Estimated persons count	- Title III-C1 - Title III-C2 - State General Revenue
Ombudsman	Services to protect the health, safety, welfare, and rights of residents of nursing facilities and assisted living facilities, including identifying, investigating, and resolving complaints that are made by, or on behalf of residents. (Older Americans Act, Section 712)	NA	- Directly by a certified ombudsman of a local ombudsman entity within the AAA - By a certified ombudsman of a local ombudsman entity housed within a subrecipient of the AAA	Cost Reimbursement	NA	Performance Measure Number of active Certified Ombudsman	- Title III-B - Title VII-EAP: Services concerning elder abuse, neglect and exploitation. - Title VII-OM^x - Disaster Relief as approved by HHSC - State General Revenue - OMB ALF^{xi}

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Outreach	Interaction with a person initiated by the AAA to identify potential participants (or their caregivers) and to encourage them to use OAA services and benefits. Note: Does not include legal outreach. Also reference Legal Awareness; HICAP Outreach; and MIPPA Outreach and Assistance.	One Contact Individual, one-on-one contact between the AAA and an older person or caregiver.	Directly by the AAA	- Cost Reimbursement - Fixed Unit Rate	SPR - Units – One Contact - Unduplicated persons	QPR - Units - Unduplicated persons count	- Title III-B - Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - State General Revenue
Participant Assessment – Access and Assistance	Activities directly related to the initial assessment and required reassessment of an older person for supportive services provided directly by a AAA. This service includes the completion of all the forms necessary to determine eligibility, which include: - Caregiver Assessment Questionnaire (AAAPPM D-1050) - Caregiver Intake (AAAPPM D-1030) - CNE (AAAPPM D-1040) - Intake (AAAPPM D-1020)	One Contact One complete assessment or reassessment is one contact.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	- Fixed Unit Rate plus other expenses - Fixed Unit Rate	NA	QPR - Units - Unduplicated persons count - Intake	- Title III-B - Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - State General Revenue
Participant Assessment – Nutrition Services	Activities directly related to the initial assessment and required reassessment of a person for congregate and home delivered meals. (AAAPPM Section F-1320 and Section D-1060) This service includes the completion of all the forms necessary to determine eligibility, which include: - Caregiver Intake (AAAPPM D-1030) - CNE (AAAPPM D-1040) - Determination of Type of Meal (D-1070) - Intake (AAAPPM D-1020) - Nutritional Risk Assessment (AAAPPM D-1060)	One Contact One complete assessment or reassessment is one contact.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator - Authorized through Data Management if requirements are met (Reference AAA-PI 312 Data Management Guide)	Fixed Unit Rate	NA	QPR - Units - Unduplicated persons count - Intake	- Title III-C1 - Title III-C2 - Title III-E (Home Delivered Meals only) - Disaster Relief as approved by HHSC - State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Personal Assistance	Services to assist an older person who has difficulty performing a minimum of two activities of daily living as identified in the assessment process, with tasks a person would typically perform if they were able. This includes assistance in all activities of daily living and health-related tasks. A CNE is required. (AAAPPM Section D-1040)	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours. Does not include travel time, unless it is directly related to the older person's care plan.	Only authorized by a care coordinator	Fixed Unit Rate	SPR "Personal Care" - Unduplicated – Intake - Units – One hour OAA - ADL/IADL CNE	QPR - Units - Unduplicated persons count - Non-Key Performance Measure	- Title III-B - Disaster Relief as approved by HHSC - State General Revenue
Physical Fitness (Health Promotion)	Physical activities that sustain or improve physical and mental health. This may include exercise to increase endurance (e.g., cardiovascular and muscular), strength, flexibility, balance, or coordination and agility. Reference AAA-PI 309 Health Promotion Services	One Contact Each eligible person in a physical fitness session is counted as one contact.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	Cost Reimbursement	NA	QPR - Units - Estimated persons count	- Title III-B - Title III-E - Title III-E ORC - State General Revenue
Public Information Services	A service that provides information to groups of current and potential participants on the resources and services available for older adults in their communities. Activities include providing information at senior fairs, handing out publications and answering questions, and initiating targeted mass media campaigns, including targeted internet websites. Unlike Information and Assistance, this service is not tailored to the specific needs of the person.	One Activity An activity initiated by the AAA that involves contact with multiple current or potential participants (e.g., publications, publicity campaigns and other mass media activities).	Directly by the AAA	- Cost Reimbursement - Fixed Unit Rate	SPR - Units – One activity - Estimated Audience	QPR - Units - Estimated persons count	- Title III-B - Disaster Relief as approved by HHSC - State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Recreation (Health Promotion)	Activities, such as sports, performing arts, games, and crafts, where an older person participates as a spectator or performer, and which are facilitated by a provider. Reference AAA-PI 309 Health Promotion Services	One Contact Each eligible person in a recreation activity is counted as one contact.	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	Cost Reimbursement	NA	QPR - Units - Estimated persons count	- Title III-B - Title III-E - Title III-E ORC - State General Revenue
Residential Repair	Services consisting or repairs or modifications of a dwelling occupied by an older person that are essential for the health and safety of the older person. A CNE is required. (AAAPPM Section D-1040)	One unduplicated dwelling unit occupied by an older person A unit of service includes all the services committed to repairing and modifying one unit in one program year, not to exceed a total of \$5,000. Note: Caregivers may serve more than one care recipient, resulting in more units of service than the number of unduplicated persons.	Authorized by a care coordinator for purchase through a contractor Exception: Appliances only – may be purchased via a delegated purchase, with a threshold of \$3,000. Any purchase over this amount requires written approval.	Variable Unit Rate	N/A	QPR - Units - Unduplicated persons count – Intake - Non-Key Performance Measure	- Title III- B - Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - Housing Bond [Note: Housing Bond funds must be used to expand service capacity. Home repairs or modifications cannot exceed \$2,500 per dwelling. Reference Scope of Services Related to Housing Bonds in the AAA contract.] - State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Respite In Home	Temporary services for an eligible dependent care recipient for the relief of a caregiver provided in the eligible caregiver’s home or the home of the care recipient on a short term, temporary basis while the primary caregiver is unavailable or needs relief. In addition to supervision, services may include meal preparation, housekeeping, assistance with personal care, and social and recreational activities. An eligible older Care Recipient must: • be unable to perform a minimum of two activities of daily living identified through the CNE; or • require substantial supervision due to a cognitive or other mental impairment which causes them to behave in a manner that poses a serious health or safety hazard to themselves or to another person. A CNE is required. (AAAPPM Section D-1040) Note: AAAs must document sub-service includes Respite Voucher. The term voucher identifies type of payment. Services are provided on an intermittent or temporary basis while the primary caregiver is unavailable or needs temporary relief.	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	• Only authorized by a care coordinator	• Fixed Unit Rate	SPR • “Respite Care” • Unduplicated – Intake • Units – One hour of service • Relationship to Care Recipient OAA • ADL/IADL CNE	QPR • Units • Unduplicated persons count	• Title III-E • Title III-E ORC • Disaster Relief as approved by HHSC • State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Respite Out of Home	Temporary respite services provided in settings other than the caregiver or care recipient’s home, including activity and health services facility, senior center, or other non-residential setting (or, in the case of older relatives raising children, day camps), that allows the caregiver time away to do other activities and where an overnight stay does not occur. An eligible older Care Recipient must: • be unable to perform a minimum of two activities of daily living identified through the CNE or • require substantial supervision due to a cognitive or other mental impairment which causes them to behave in a manner that poses a serious health or safety hazard to themselves or to another person. A CNE is required. (AAAPPM Section D-1040) Note: AAAs must document sub-service includes Respite Voucher. The term voucher identifies type of payment. Services are provided on an intermittent or temporary basis while the primary caregiver is unavailable or needs temporary relief.	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours.	• By a contractor, as authorized by a care coordinator	• Fixed Unit Rate	SPR • “Respite Care” • Unduplicated – Intake • Units – One hour of service • Relationship to Care Recipient OAA • ADL/IADL CNE	QPR • Units • Unduplicated persons count	• Title III-E • Title III-E ORC • Disaster Relief as approved by HHSC • State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Respite Out of Home, Overnight	Temporary respite services provided in residential settings such as nursing homes, assisted living facilities, and adult foster homes (or, in the case of older relatives raising children, summer camps), in which the care receiver resides in the facility (on a temporary basis) for a full 24-hour period of time. The service provides the caregiver with time away to do other activities. An eligible older Care Recipient must: • be unable to perform a minimum of two activities of daily living identified through the CNE; or • require substantial supervision due to a cognitive or other mental impairment which causes them to behave in a manner that poses a serious health or safety hazard to themselves or to another person. A CNE is required. (AAAPPM Section D-1040) Note: AAAs must document sub-service includes Respite Voucher. The term voucher identifies type of payment. Services are provided on an intermittent or temporary basis while the primary caregiver is unavailable or needs temporary relief.	Hour(s) Report partial hours to two decimal places, e.g. 0.25 hours	• Only authorized by a care coordinator	• Fixed Unit Rate	SPR • “Respite Care” • Unduplicated – Intake • Units – One hour of service • Relationship to Care Recipient OAA • ADL/IADL CNE	QPR • Units • Unduplicated persons count	• Title III-E • Title III-E ORC • Disaster Relief as approved by HHSC • State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Senior Center Operations	The operation of community facilities where older people gather to pursue mutual interests, receive services and take part in activities which will enhance their quality of life, support their independence, and encourage their continued involvement in and with the community.	NA	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	Cost Reimbursement	NA	NA	- Title III-B - Disaster Relief as approved by HHSC - State General Revenue
Social Reassurance	Providing regular contact and companionship for an older person by means of phone calls, texting, video chatting or instant messaging; and initiating necessary actions in the event the older person cannot be reached by phone calls, texting, video chatting or instant messaging.	One Contact	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	- Cost Reimbursement - Fixed Unit Rate	NA	QPR - Units - Unduplicated persons count - Intake	- Title III-B - Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - State General Revenue
Special Initiative	As approved by HHSC, special activities or services, which do not fall under any other approved service definition, provided by the AAA to meet the needs of eligible people. Appropriate guidance will be provided by HHSC as needed. A Special Initiative does not include a request for Capital Equipment or Controlled Assets (CE/CA). CE/CA requests must be submitted following HHSC established processes.	NA	Only as approved by HHSC	Cost Reimbursement	SPR NA; supportive service	As identified in HHSC guidance	As identified in notification of funds available

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Transportation	Services that provide or arrange for taking an older person from one location to another. Does not include any other activity. There are two types of transportation services: • Demand or Response: Transportation designed to carry an older person from a specific origin to a specific destination upon request. An older person requests the transportation service in advance of their need, usually twenty-four to forty- eight hours prior to the trip. • Fixed Route: Transportation service that operates in a predetermined route that has permanent transit stops, which are clearly marked with route numbers and departure schedules. The fixed- route does not vary and the provider strives to reach each transit stop at the scheduled time. The older person does not reserve a ride as in a demand- response system; the person simply goes to the designated location and at the designated time to gain access to the transit system.	One, one-way trip Note: Each one-way trip from one location to another counts as a unit. For example, a 'roundtrip' is equal to two units of service.	• By a subrecipient of the AAA • By a contractor of the AAA, as authorized by a care coordinator • Authorized through Data Management if requirements are met (Reference AAA-PI 312 Data Management Guide)	• Fixed Unit Rate Public transportat ion (bus, train, etc.) • Variable Unit Rate – (reference state mileage rate)	SPR • "Transportation" • Units – One, one- way trip	QPR • Units • Unduplicated persons count – Intake Performance Measure • Number of Units (Limited to Transportation Demand/Response Only)	• Title III-B • Title III-E • Title III-E ORC • Disaster Relief as approved by HHSC • State General Revenue
Transportation - Voucher	A service which allows an eligible person to choose an individual or commercial private or non-profit transportation provider. The rate and transportation schedule are negotiated with the provider by the eligible person. Service activity includes taking an eligible person from one location to another. The term voucher identifies type of payment. Does not include any other activity.	One, one-way trip Note: Each one-way trip from one location to another counts as a unit. For example, a 'roundtrip' is equal to two units of service.	• Only authorized by a care coordinator	• Cost Reimbursement	SPR • "Self-Directed Care" • Units – One, one- way trip	QPR • Units • Unduplicated persons count - Intake	• Title III-B • Title III-E • Title III-E ORC • Disaster Relief as approved by HHSC • State General Revenue

Service Definitions for Area Agencies on Aging Federal Fiscal Year 2025

Service Name	Service Definition	Service Unit and Description	Method of Service Provision	Reimbursement Methodology	SPR ⁱ and OAA ⁱⁱ Reporting Requirements	QPR ⁱⁱⁱ and PM ^{iv} Reporting Requirements	Allowable Funds
Visiting	Meeting in-person with an older person to provide regular contact and companionship and to initiate appropriate action should the older person not respond.	One Contact	- By a subrecipient of the AAA - By a contractor of the AAA, as authorized by a care coordinator	Cost Reimbursement	NA	QPR - Units - Unduplicated persons count - Intake	- Title III-B - Title III-E - Title III-E ORC - Disaster Relief as approved by HHSC - State General Revenue

- Notes:**
- All supportive, nutrition and in-home services require approval from HHSC to provide directly, except the following:
 - Case Management (Care Coordination and Caregiver Support Coordination);
 - Information and Assistance (Information, Referral and Assistance and Caregiver Information Services);
 - Services directly related to the AAA’s administrative functions (Area Agency Administration, Data Management, and Instruction and Training);
 - Outreach (Legal Awareness, Outreach and Public Information Services); and
 - Other: Legal Assistance (can be provided directly by a certified benefits counselor) and Ombudsman (can be provided directly by a certified ombudsman).
 - The information in the ‘Method of Service Provision’ column is not intended to limit the AAA’s authority to determine its relationship with a service provider.

ⁱ SPR means State Program Report

ⁱⁱ OAA means Older Americans Act

ⁱⁱⁱ QPR means Quarterly Performance Report

^{iv} PM means Performance Measures

^v AAAPPM means Area Agency on Aging Policies and Procedures Manual

^{vi} ORC means Older Relative Caregivers

^{vii} EAP means Elder Abuse Prevention Program

^{viii} HICAP means Health Information, Counseling, and Advocacy Program

^{ix} MIPPA means Medicare Improvements for Patients and Providers Act

^x OM means Ombudsman

^{xi} OMB ALF means Ombudsman Assisted Living Facility