

## DEPARTMENT OF AGING

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# PROGRAM MEMO

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| TO:<br><b>AREA AGENCIES ON AGING DIRECTORS<br/>LINKAGES SITE DIRECTORS</b>   | NO.: <b>PM 02-02 (P)</b>                     |
| SUBJECT:<br><b>Linkages Program Manual Revisions for<br/>Appendix 4, Linkages Services Category<br/>Designation and Definitions</b>  | DATE ISSUED:<br><b>February 26, 2002</b>     |
| REVISED  | EXPIRES:<br>Until Superseded                 |
| REFERENCES:  | SUPERSEDES:<br><b>Program Memo 00-04 (P)</b> |
| PROGRAMS AFFECTED:<br><input type="checkbox"/> All <input type="checkbox"/> Title III-B <input type="checkbox"/> Title III-C1/C2 <input type="checkbox"/> Title III-D <input type="checkbox"/> Title III-F <input type="checkbox"/> Title V<br><input checked="" type="checkbox"/> CBSP <input type="checkbox"/> MSSP <input type="checkbox"/> Title VII <input type="checkbox"/> ADHC <input type="checkbox"/> Other: _____ |  |
| REASON FOR PROGRAM MEMO:<br><input type="checkbox"/> Change in Law or Regulation <input type="checkbox"/> Response to Inquiry <input checked="" type="checkbox"/> Other Specify: <b><u>Revisions<br/>of service category<br/>definitions in Linkages<br/>Program Manual</u></b>  |  |
| INQUIRIES SHOULD BE DIRECTED TO: <b>Your Assigned AAA-Based Team</b>   |  |

The purpose of this Program Memo (PM ) is to clarify Service Category definitions found in the Linkages Program Manual, Appendix 4. This clarification is necessary to ensure consistency in the reporting of arranged and purchased services by all Linkages sites.

The revisions are based on the following assumptions:

1. The method of counting arranged units of service should reflect the actual services received by the client, if possible.
2. When possible, the reported arranged units of service should be consistent with the purchased units of service, and the increments being billed, so the data for the two types of services may be compared.



3. Services already in place prior to an individual becoming a Linkages client are only counted when the client's case manager makes an intervention (e.g., monitoring or advocating) regarding that service.
4. The actual arranged services **received by the client** should be reported instead of the number of units **arranged by the case manager**. The client's report of actuals is acceptable for verification. It is noted that case managers will not always be able to verify arranged services but they should make a good faith effort to obtain this information from the client during the monthly contact. Since the Arranged Services report is due quarterly, the previous month's report may be adjusted to reflect actual service usage.
5. The service definition categories, which are not being reported consistently, are the ones with single occurrence units of service. A single occurrence should be interpreted to reflect the item or service the client received – not the effort of the case manager (see #1). For instance, if the client received a grab bar and a hand-held showerhead, this would count as two units of service. If the installation of these items were included in the price of the products, it would still only count as two units. If another organization or business provides the installation, then it counts as another unit of service. This interpretation is being made to remain consistent with #2. See the attached listing for specific guidance.
6. Service arrangement should count both informal and formal services provided.

Inconsistency exists with the service categories involving reporting of single occurrences as the unit of service. Therefore, examples for the service categories that have single occurrence as the unit of service have been incorporated into the definitions. The examples are inclusive of common services, or items purchased or arranged, in those categories.

All of the service definition categories have also been edited to indicate that the definitions are the same for purchased and arranged services.

Attached are the Linkages Program Manual Transmittal Memo and the revised Appendix 4. Please replace the program manual sections as instructed in the letter. This PM is being sent directly to the Linkages Sites, per the Communication Protocols, as Program Manual changes are involved.

Lynda Terry  
Director

Attachments

**CALIFORNIA DEPARTMENT OF AGING**

**LINKAGES (LNK)**

SERVICE CATEGORY DESIGNATIONS AND DEFINITIONS

**All categories describe purchased and/or arranged services.**

| NUMERIC CODE | SERVICE CATEGORY DESCRIPTION   | UNIT OF MEASURE    |
|--------------|--|--------------------|
| 31           | <b>Adult Day Care</b> - Community-based centers that provide non-medical care to functionally impaired adults requiring a variety of social, psychosocial, and related support services, and for adults in need of personal care services, supervision, or assistance essential for sustaining the activities of daily living services are provided in a protective setting, on less than a 24-hour basis. | # of Hours         |
| 32           | <b>Alzheimer's Day Care Resource Center</b> - Community based centers that provide day care for persons in the moderate to severe stages of Alzheimer's Disease or other related dementias, and provide various resource services for family caregivers and the community-at-large.  | # of Days          |
| 33           | <b>Adult Day Health Care</b> - Provides personal care, nutrition, therapy, health care, socialization, and recreation in a licensed facility. Fee based on a sliding fee scale.  | # of Hours         |
| 34           | <b>Respite</b> - Provides supervision and care of clients while the person(s), who normally provides full-time care, takes short-term relief or respite.   | # of Hours         |
| 35           | <b>Transportation</b> - Provides client transportation services, including bus, dial-a-ride and cab, to various health appointments and social resources. Transportation provider must have appropriate valid vehicle insurance.   | # of One-Way Trips |

| NUMERIC CODE | SERVICE CATEGORY DESCRIPTION   | UNIT OF MEASURE         |
|--------------|--|-------------------------|
| 36           | <p><b>Housing Assistance</b> - Provides assistance to clients in securing living arrangements. Provides minor home repairs or permanent modifications; e.g., permanent ramp, widening doorways as necessary to accommodate physical limitations; minor renovation, installation, or maintenance for accessibility, safety, or security; includes pest control services, home finding services, and moving costs. Provides for repair of home equipment, appliances, and supplies necessary to assure client's independence. Provides for a regular telephone, rent, or house payments, deposits for new rental, and home insurance payments; provides for emergency, unusual, or ongoing utility costs, including installation and monthly telephone service charges. (If more than one-time-only, requires prior authorization from the supervisor.) Provides for temporary housing or relocation of client. Activities may include equipment and labor necessary for the move.</p> <p><b>Example:</b> If the case manager purchases or arranges a regular telephone and a permanent ramp, then that is two occurrences. Installation would be included, unless a separate provider is used to install, and then that would be counted as a separate occurrence.</p> <p><b>Examples of units of service:</b></p> <p>Location of housing: 1 living arrangement made equals 1 occurrence<br/> Arranging a move: 1 move equals 1 occurrence<br/> Pay utilities: 1 month per utility equals 1 occurrence<br/> Pay first and last months rent: 2 months equals 2 occurrences<br/> Home and Energy Assistance Program (HEAP) payment: 1 payment equals 1 occurrence</p> | # of Single Occurrences |
| 37           | <p><b>Congregate Nutrition</b> - Provides meals to clients who are able to secure meals at a congregate nutrition site.</p>  | # of Meals              |
| 38           | <p><b>Home-Delivered Nutrition</b> - Provides home-delivered meals for homebound clients who are unable to prepare their own meals or do not have someone who can prepare their meals.</p>   | # of Meals              |

| NUMERIC CODE | SERVICE CATEGORY DESCRIPTION   | UNIT OF MEASURE         |
|--------------|--|-------------------------|
| 39           | <p><b>Assistive Devices</b> - Provides for rental or purchase and monthly fee service of electronic communication devices, emergency response equipment, and similar equipment to provide client access to meet emergency needs. (Does not include regular telephones, but adaptive phone equipment which is provided to the disabled, is included.) Provides for the installation of smoke detectors, portables ramps, and grab bars. Provides for items such as body braces, orthopedic shoes, walkers, wheelchairs, and installation of safety devices in the home.</p> <p><b>Example:</b> If the case manager arranges for or purchases a grab bar and a portable ramp, then that is two occurrences. Installation would be included unless a separate provider is used to install, and then that would be counted as a separate occurrence.</p> | # of Single Occurrences |
| 40           | <p><b>Assisted Transportation</b> - Provides one-to-one client escort transportation services to a person(s) who has physical and/or cognitive difficulty using regular vehicular transportation. Client may be transported to various health appointments and social resources. Transportation providers must have appropriate valid vehicle insurance.</p>   | # of One-Way Trips      |
| 41           | <p><b>Legal Assistance</b> - Provides for legal or paralegal assistance with legal forms and documents, consumer projections, consultation, mediation, and advice. Provides for legal representation and/or advocacy. May include assistance with durable power of attorney for health care or other advance directives.</p>   | # of Hours              |
| 42           | <p><b>Special Needs</b> - Provides for food staples during special circumstances; restaurant purchased meals when special circumstances necessitate the purchase; and food stamps for eligible clients under special circumstances. Provides for interpreter/translator services. Provides for essential clothing, toiletries, and similar personal care items for use in the home.</p> <p><b>Examples of units of service:</b><br/> Shopping: 1 trip or delivery equals 1 occurrence<br/> Translation: 1 session/visit equals 1 occurrence<br/> Brown Bag: 1 delivery equals 1 occurrence</p>   | # of Single Occurrences |

| NUMERIC CODE | SERVICE CATEGORY DESCRIPTION  | UNIT OF MEASURE         |
|--------------|---|-------------------------|
| 43           | <p><b>Employment/Recreation/Education</b> - Provides for expenses for employment development, recreational and educational activities, and supplies for participation in job training, work activity, rehabilitation, and self-improvement. Provides for specialized training, including training in Braille, sign language, driver education, etc., in addition to in-home and community skills training.</p> <p><b>Examples of units of service:</b><br/> Membership in sports club: 1 month equals 1 occurrence<br/> Recreational trips (e.g., Reno): 1 trip equals 1 occurrence<br/> Job training: 1 course equals 1 occurrence<br/> Driver's education: 1 course equals 1 occurrence<br/> Braille or sign language: 1 course equals 1 occurrence<br/> In-home and community skills training: 1 visit equals 1 occurrence</p>   | # of Single Occurrences |
| 44           | <p><b>Medical Services</b> - Provides physician, nursing care, therapy, health aide services, and medical social services. Private health professionals should be licensed or certified. Provides for commercially prepared nutritional formulas that are needed to ensure client is consuming a balanced nutritional diet. Provides for filling or refilling of prescriptions. Provides for medications prescribed by a physician that are not covered by Medi-Cal or other services. Also includes medi-sets and over-the-counter items such as incontinence supplies, vitamins, aspirin, etc., essential to the client's well being.</p> <p><b>Examples of units of service:</b><br/> Nutritional supplement or incontinence supplies: 1 delivery equals 1 occurrence<br/> Prescriptions/over the counter/vitamins: 1 delivery equals 1 occurrence<br/> Nurse, therapist, physician: 1 visit equals 1 occurrence</p> | # of Single Occurrences |

| NUMERIC CODE | SERVICE CATEGORY DESCRIPTION   | UNIT OF MEASURE         |
|--------------|--|-------------------------|
| 45           | <p><b>Protective Services</b> - Provides supervision or protection for clients who are unable to protect their own interests or whose income or resources are being exploited; who are harmed, threatened with harm, neglected, or maltreated by others; or caused physical or mental injury as a result of an action or an inaction by another person or by their own actions due to ignorance, illiteracy, incompetence, or poor health; who are lacking in adequate food, shelter, or clothing; and who are deprived of entitlement due them. Provides information about money management and financial resources such as financial counseling and assistance, and legal and medical assistance related to establishing a conservatorship. Services may be provided by private, profit, or non-profit agencies, and a substitute payee may be full-time or provide services on a periodic basis.</p> <p><b>Example of units of service:</b><br/> Money management: 1 session or visit equals 1 occurrence<br/> Representative payee: 1 month of service equals 1 occurrence<br/> Adult Protective Services: 1 visit/contact equals 1 occurrence</p> | # of Single Occurrences |
| 46           | <p><b>Social and Reassurance</b> - Provides telephone contact, friendly visitors, and other reassurance services by a party or agency other than a case manager.</p> <p><b>Examples of units of service:</b><br/> Telephone contact: 1 phone call equals 1 occurrence<br/> Visitation: 1 visit equals 1 occurrence</p>   | # of Single Occurrences |
| 47           | <p><b>Personal Care</b> - Provides assistance with non-medical personal services, such as bathing, hair care, etc.</p>   | # of Hours              |
| 48           | <p><b>Homemaker</b> - Provides household support, such as cleaning, laundry (including commercial laundry or dry cleaning firm); shopping, food preparation, and light household maintenance (changing light bulbs, furnace filters, etc.).</p>  | # of Hours              |

| NUMERIC CODE | SERVICE CATEGORY DESCRIPTION   | UNIT OF MEASURE |
|--------------|--|-----------------|
| 49           | <b>Chore</b> - Provides periodic maintenance for chores, such as heavy cleaning, washing windows, trimming trees, mowing lawns, and removal of rubbish and other substances to assure hazard free surroundings. Site should arrange for continuation of services to maintain the home. | # of Hours      |
| 50           | <b>Counseling</b> - Group and/or individual counseling, including peer counseling, that may include biofeedback, substance abuse, etc., or therapeutic counseling.   | # of Sessions   |

# Linkages PROGRAM MANUAL

## **TRANSMITTAL MEMO**

Transmittals by the  
California Department of Aging  
Linkages Program  
1600 K Street  
Sacramento, California 95814

## LINKAGES PROGRAM MANUAL UPDATE LP-2

**SUBJECT: Manual Changes**

**Issue Date:** 01/02

**Section No.:**

1. Replace the current **Appendix 4** Service Category Designations and Definitions with the new Service Category Designations and Definitions.

**Effective Date:**

Immediately

**Expiration Date:**

None

**Replaces:**

1. Current Service Category Designations and Definitions in Appendix 4.

**Special Instructions:**

The following numeric codes have changes: 36, 39, 41, 42, 43, 44, 45, and 46.

The changes listed are outlined in Program Memo 02-02 (P) Linkages Program Manual Revisions dated December 1, 2001.

Please make these changes immediately to all Linkages Program Manuals maintained by your Area Agency on Aging (AAA), including those held by subcontractors. Place this Transmittal Memo in the "Transmittal Memos" Section in the back of your Program Manual. If you have any questions, please contact your assigned AAA-Based Team.