

DOEA PROGRAM AND SERVICES HANDBOOK
2009 UPDATE
SUMMARY OF MAJOR CHANGES

Location	Summary of Changes
General	Edits were made in all chapters and appendices of the handbook to comply with the Department's style guidelines. For instance, the words department, area agencies on aging and lead agency were capitalized throughout.
Chapter 1	Pages 1-48 to 1-70 – revised Section 3 to update content regarding monitoring and quality assurance.
Chapter 2	<ul style="list-style-type: none"> ▪ References to Contracted Services were removed. ▪ Page 2-22 – added language requiring that clients with a priority ranking score of 7 who are coded “APCL” in CIRTS and not enrolled or receiving any DOEA –funded services be re-screened every six months.
Chapter 3	<ul style="list-style-type: none"> ▪ Information regarding the Contracted Services program was deleted. ▪ Information about the Channeling Waiver Program was added.
Chapter 4	<p>The following changes were made:</p> <ul style="list-style-type: none"> ▪ Page 4-108 – added new requirement for Qualified Dietitians to annually monitor local meal sites. ▪ Page 4-116 – added new requirement for the development of comprehensive menu substitution policy and procedures. ▪ Page 4-117 – added language allowing the AAA to authorize a Nutrition Provider to alter the nutrient requirements of the menus if the majority of the senior population served by the Nutrition Program differs from the statewide demographics. ▪ Page 4-132 – added language allowing shelf-stable meals to be retained for multiple years, if stored properly. ▪ Page 4-136 – added language to encourage Nutrition Programs to consider using multiple vendors to limit transit time for meal deliveries. ▪ Page 4-145 – updated language to change the name of the Food Stamp Program to Supplemental Nutrition Assistance Program (SNAP). ▪ Page 4-152 – added new requirements for leftover food. ▪ Pages 4-206 to 4-210 – revised Section 9 to update information about Title III-E, National Family Caregiver Support Program. ▪ Page 4-211 – added Section 10 to list the Older Americans Act Registered Services.
Chapter 5	No major changes were made.
Chapter 6	No major changes were made.
Chapter 7	No major changes were made.
Chapter 8	<ul style="list-style-type: none"> ▪ The entire chapter has been revised to reflect current response and recovery procedures and organizational structure for the Department of Elder Affairs. ▪ Section IV, B was changed from the National Response Plan to the National Response Framework. ▪ Pages 8-30 thru 8-33 – Section V – Section 2, G (<i>New</i>) – Recovery was added. This includes the Department's role in Essential Services Centers, Disaster Recovery Centers and Community Outreach efforts. It also provides information on what is required in an EM Constellation Mission to request discharge planning. ▪ Revised Section V – Section 3 regarding preparedness, response and recovery of the Area Agencies on Aging to make roles consistent with the Department's

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	<p>role. This includes the AAAs' role in Essential Services Centers, Disaster Recovery Centers and Community Outreach efforts. It also provides information on what is required in an EM Constellation Mission to request discharge planning.</p> <ul style="list-style-type: none"> ▪ In case of a catastrophic incident, the Department has established a toll-free helpline to assist with emergency overflow calls coming to the Elder Helplines and Information and Referral Services. The designated phone number is 1-877-363-2825 (requires activation and staffing). ▪ Attachments: <ul style="list-style-type: none"> ○ Attachment 1 – revised NIMS training guidelines for 2009-2010. ○ Attachment 5 – revised Department of Elder Affairs Emergency Memorandum: Preparation to Implement Emergency Relief Measures. The revisions reflect the need to prepare hard copy reports and client lists to ensure the abilities of the AAAs and local services providers to contact clients to determine their status and identify any unmet needs. Electronic records may not be available after impact due to loss of power, damage to equipment or facilities, or inability to access databases or files. ○ Attachment 6 – revised Department of Elder Affairs Emergency Memorandum: Implementation of Emergency Relief Measures. (grammatical) ○ Attachment 8 – revised DOEA Form 590, Discharge Planning Tool for Rapid Needs Evaluation. (Current form requires only the last four digits of the social security number.) ○ Attachment 9 – revised Procedures for Discharge Planning Tool for Rapid Needs Evaluation. (Current version requires only the last four digits of the social security number.)
Appendix A	<ul style="list-style-type: none"> ▪ Pages A-12 to A-16 – Updates were made in the Table of Services by Programs to remove references to the Contracted Services program and add OAA Title III E. ▪ Edits were made throughout the Appendix A to remove references to the Contracted Services program. ▪ Page A-101 – added language to discourage maintaining excessively high temperatures in potentially hazardous food items.
Appendix B	No major changes were made.
Appendix C	<ul style="list-style-type: none"> ▪ Updates were made to delete references to the Contracted Services Program. ▪ Reporting requirements for OAA Title III E were added.
Appendix D	No major changes were made.