OACCESS Fundamentals

BASICS OF SERVICE BATCHING

Presented by

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September 2010

Course Objectives

- ✓Identify what information is necessary to complete a Service Batch

- ✓Add Services and Qualifiers to:
  - OAA Provider “profiles”
  - OAA Sites “profile”
  - Client files

- ✓Review Registered & Non-Registered Services and Unit Definitions

Objectives, continued

- ✓ Understand how batching non-registered services differ from batching registered services
- ✓ Learn how to populate a Client Roster
- ✓ Learn how to edit or delete data in a Batch

CLASS EXPECTATIONS?

Is there anything not mentioned that you would like covered?

Let’s Get Started!

QUESTIONS I HEAR OFTEN

a) What in the world is an OAA Batch anyway - and why should I care?

b) Isn’t this a waste of time – no one ever looks at the information do they?

c) What value does this information have?

d) Is there an easier way to report the data?

WHO. . WHAT. . WHERE. . WHEN. . WHY?

- **What** . . . Reporting OAA/OPI Service data; often referred to as NAPIS data (National Aging Program Information System).

- **Who** . . . NAPIS data is reported by Area Agencies on Aging and/or their contractors.

- **Why?** . . . It's a federal requirement. Each State and U.S. Territory reports NAPIS data to the Administration on Aging (AoA); AoA compiles data and,
  - Submits for evaluation and performance assessment to the Office of Management and Budget (OMB) the *AoA Program & Performance Report*.
  - Compiles the "Congressional Justification" report which accompanies the Presidents' budget each year.

- **When? . .** At a minimum, NAPIS data should be entered on a quarterly basis; SUA preference is that you complete your OAA Batches monthly.
- Batching monthly contributes to accuracy of data and ease of follow-up with service providers when questions arise.
- Regular batching enables AAA's and the SUA to pull current data for use during the year.

- Regular batching ensures that new client names do appear, and deceased client names do not appear on the Transaction (Sign-in) sheet for the month following.

Lastly, and of course dear to my heart -

- Regular batching supports the AAA's ability to have all fiscal-year (June to July) data entered prior to the September 30th deadline.

Now that we have that out of the way – let’s move on!

Important note

Each time you exit a OA screen, the data is saved. If for whatever reason you want to exit the screen without saving:

1) Choose Windows **2) Select *Prompt on Save***

This command is function on all screens <u>but</u> the Batching module!

NOTE: Prompting you before saving will continue as you exit each screen until you deselect *Prompt on Save.*

There are two means of entering units of service

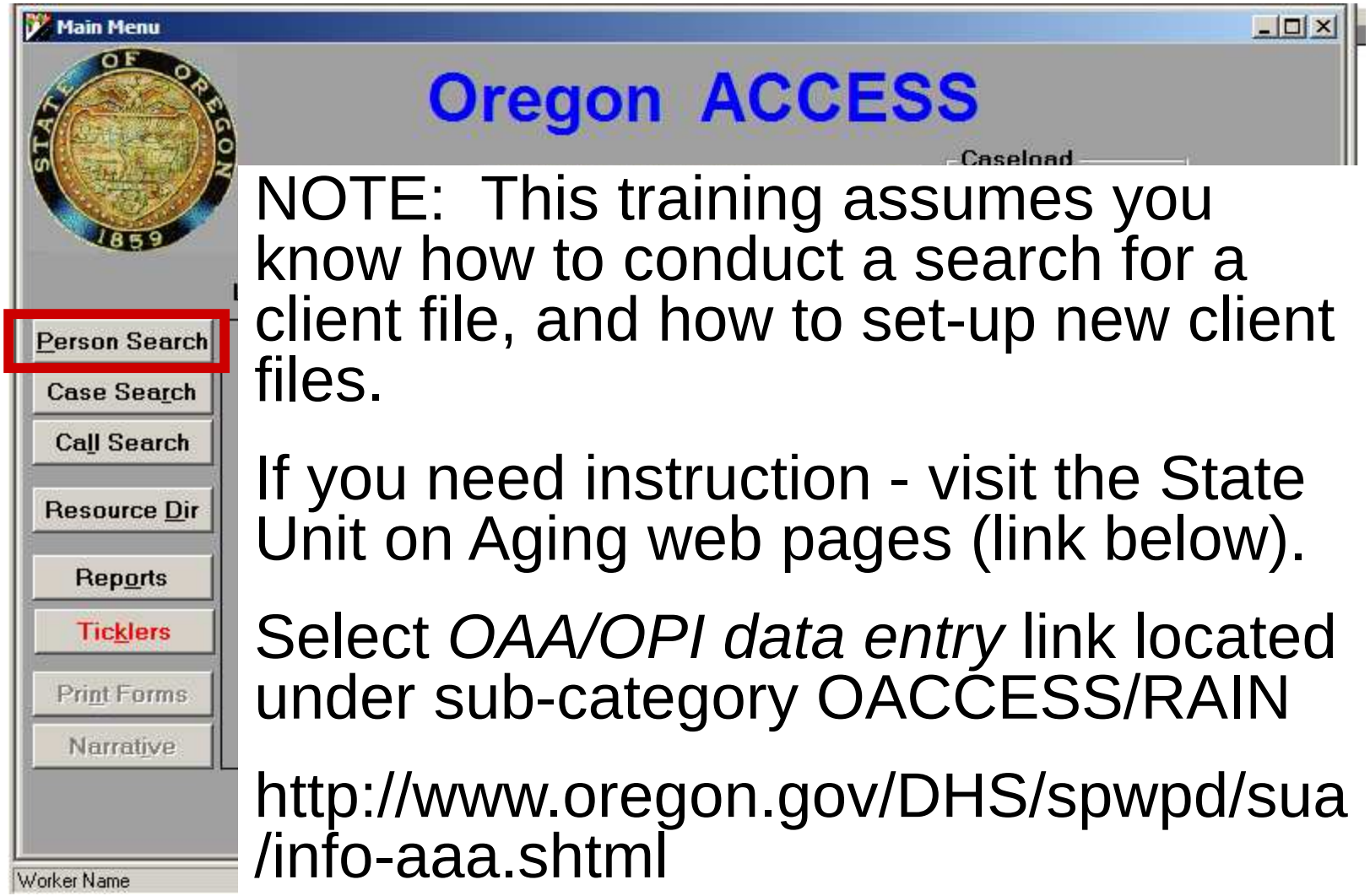
1) Directly enter into Client file

2) By use of the OAA Batch module

If you have few clients to enter units for choice #1 works well. If you have many clients, choice #2 is easiest (and fastest).

To begin, we'll explore entering service units directly into the client file

OACCESS Main Menu



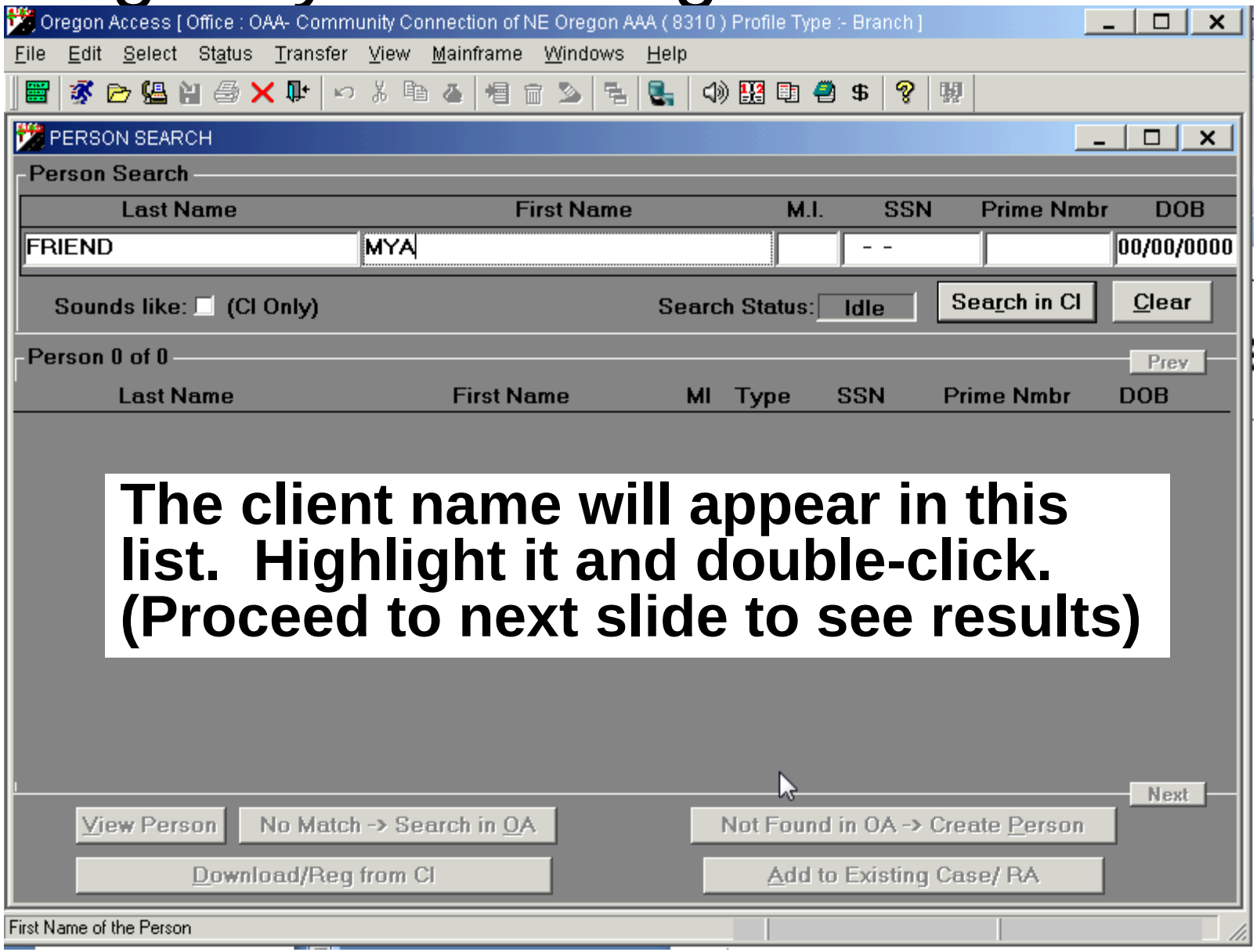
NOTE: This training assumes you know how to conduct a search for a client file, and how to set-up new client files.

If you need instruction - visit the State Unit on Aging web pages (link below).

Select *OAA/OPI data entry* link located under sub-category OACCESS/RAIN

http://www.oregon.gov/DHS/spwpd/sua/info-aaa.shtml

Begin by searching for the client file



The client name will appear in this list. Highlight it and double-click. (Proceed to next slide to see results)

Oregon Access [Office : OAA- Community Connection of NE Oregon AAA (8310) Profile Type :- Branch]

File Edit Select Status Transfer View Mainframe Windows Help

Persons Detail for : MYA B FRIEND

Person Detail

Last Name: FRIEND | First Name: MYA | M.I: B

Sex: Male ○ Female ◉ | DOB: 01/01/1920 | Marital Status: Never Married

Race: White

SSN: 532-32-3245 | Prime Nmbr: DS300N8J | Ethnicity: Not - Hispanic or Latino

Language Spoken : English | Status : Active

Address : 123 Get a Life Lane
Grants Pass OR 97526

Tele Nmbr : (541) 456-5555

Ext :

Benefits Summary | CIS Rereg | Show Calls | Alias | Clear

MYA's Role(s) and Case Name(s)

Role	Case Name		Br Cd	Status	Wkr
Primary Applicant	FRIEND	MYA	B	8310	Active

1. Select *View*

Select | Assign New | Assign Existing | Case | View | Person Search

Last Name of the Person | hstrng4 (2617) | 01/10/2008 02:31 pm

Oregon Access [Office : OAA- Community Connection of NE Oregon AAA (8310) Profile Type :- Branch]

File Edit Select Status Transfer View Mainframe Windows Help

Persons and Contacts in the Case for : MYA B FRIEND

Case Name

Last Name: FRIEND First Name: MYA MI: B

Persons in the Case and their Role

Last Name	First Name	MI	SSN	Prime Nmbr	Relationship	Role
FRIEND	MYA	B	532-32-3245	DS300N8J	Self	Primary Applicant

Add Person to Case | Person Details | Swap Roles | Assign Role | Detach

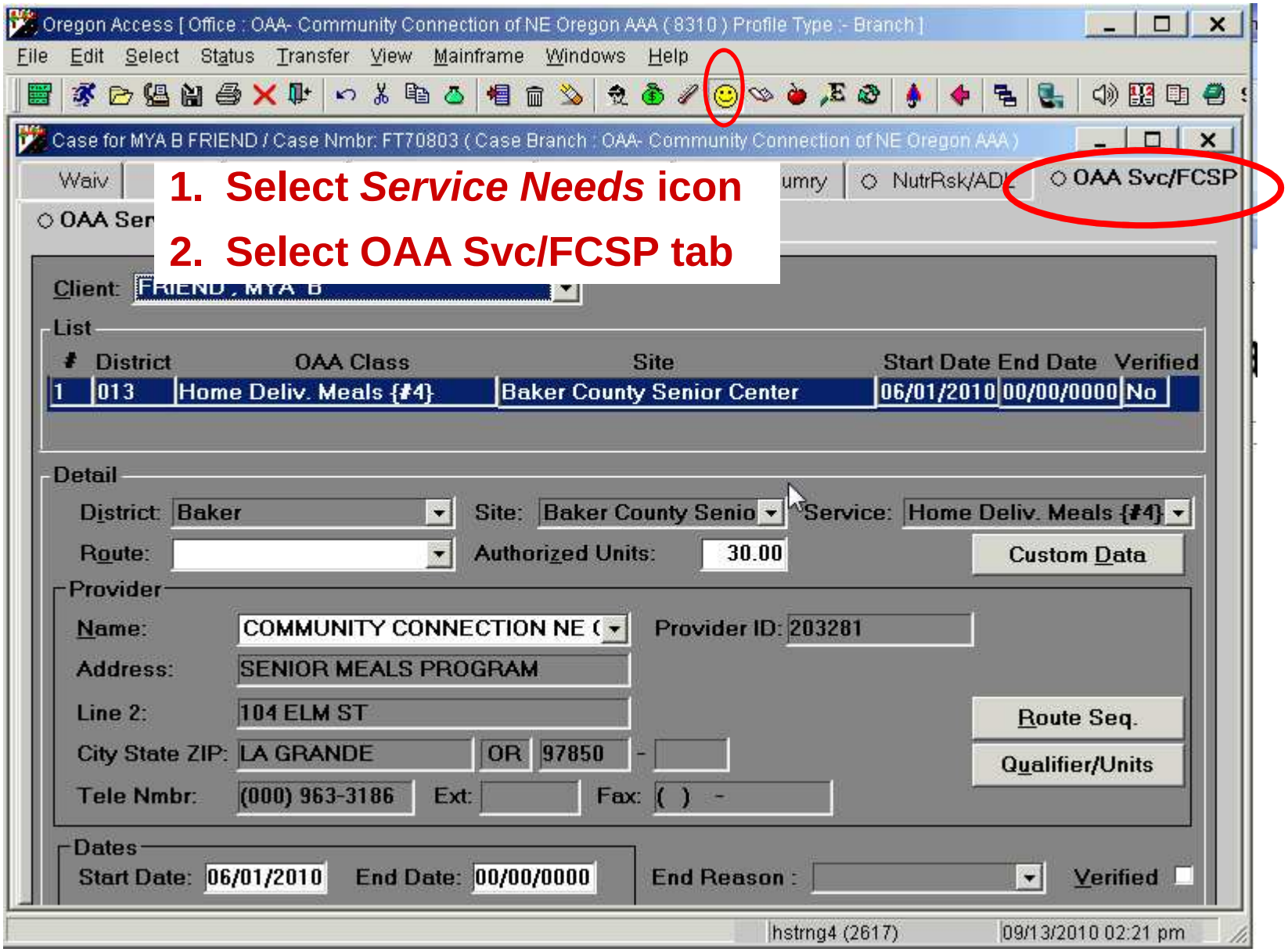
1. Select *Case Details*

Contacts i

Last Name	First Name	Relationship	Role
BIGELOW	PICKANOSE	Friend	Emergency Contact
BIGELOW	BOOGER	Grandchild	Emergency Contact

CMS | CMNEW | Case Details | Case Search | Narrative

Oregon ACCESS | hstrng4 (2617) | 09/13/2010 02:51 pm


Oregon Access [Office : OAA- Community Connection of NE Oregon AAA (8310) Profile Type :- Branch]
File Edit Select Status Transfer View Mainframe Windows Help
Case for MYA B FRIEND / Case Nmbr: FT70803 (Case Branch : OAA- Community Connection of NE Oregon AAA)
Waiv
umry
NutrRsk/ADL
OAA Svc/FCSP
OAA Ser
1. Select Service Needs icon
2. Select OAA Svc/FCSP tab
Client: FRIEND , MYA B
List
District OAA Class Site Start Date End Date Verified
1 013 Home Deliv. Meals {#4} Baker County Senior Center 06/01/2010 00/00/0000 No
Detail
District: Baker
Site: Baker County Senio
Service: Home Deliv. Meals {#4}
Route:
Authorized Units: 30.00
Custom Data
Provider
Name: COMMUNITY CONNECTION NE (
Provider ID: 203281
Address: SENIOR MEALS PROGRAM
Line 2: 104 ELM ST
Route Seq.
City State ZIP: LA GRANDE OR 97850 -
Qualifier/Units
Tele Nmbr: (000) 963-3186 Ext: Fax: ( ) -
Dates
Start Date: 06/01/2010 End Date: 00/00/0000
End Reason :
Verified
hstrng4 (2617)
09/13/2010 02:21 pm

Oregon Access [Office : OAA- Community Connection of NE Oregon AAA (8310) Profile Type :- Branch]

File Edit Select Status Transfer View Mainframe Windows Help

Case for MYA B FRIEND / Case Nmbr: FT70803 (Case Branch : OAA- Community Connection of NE Oregon AAA)

Waiv | Instn | Supply | Other Needs | Referral | OAA Sumry | NutrRsk/ADL | OAA Svc/FCSP

OAA Service | FCSP

Client: FRIEND , MYA B

List

#	District	OAA Class	Site	Start Date	End Date	Verified
1	013	Home Deliv. Meals {#4}	Baker County Senior Center	06/01/2010	00/00/0000	No

Detail

District: Baker | Site: Baker County Senio | Service: Home Deliv. Meals {#4}

Route: | Authorized Units: 30.00 | Custom Data

Provider

Name:

Address:

Line 2:

City State ZIP: LA GRANDE | OR | 97850 -

Tele Nmbr: (000) 963-3186 | Ext: | Fax: ( ) -

Route Seq.

Qualifier/Units

Dates

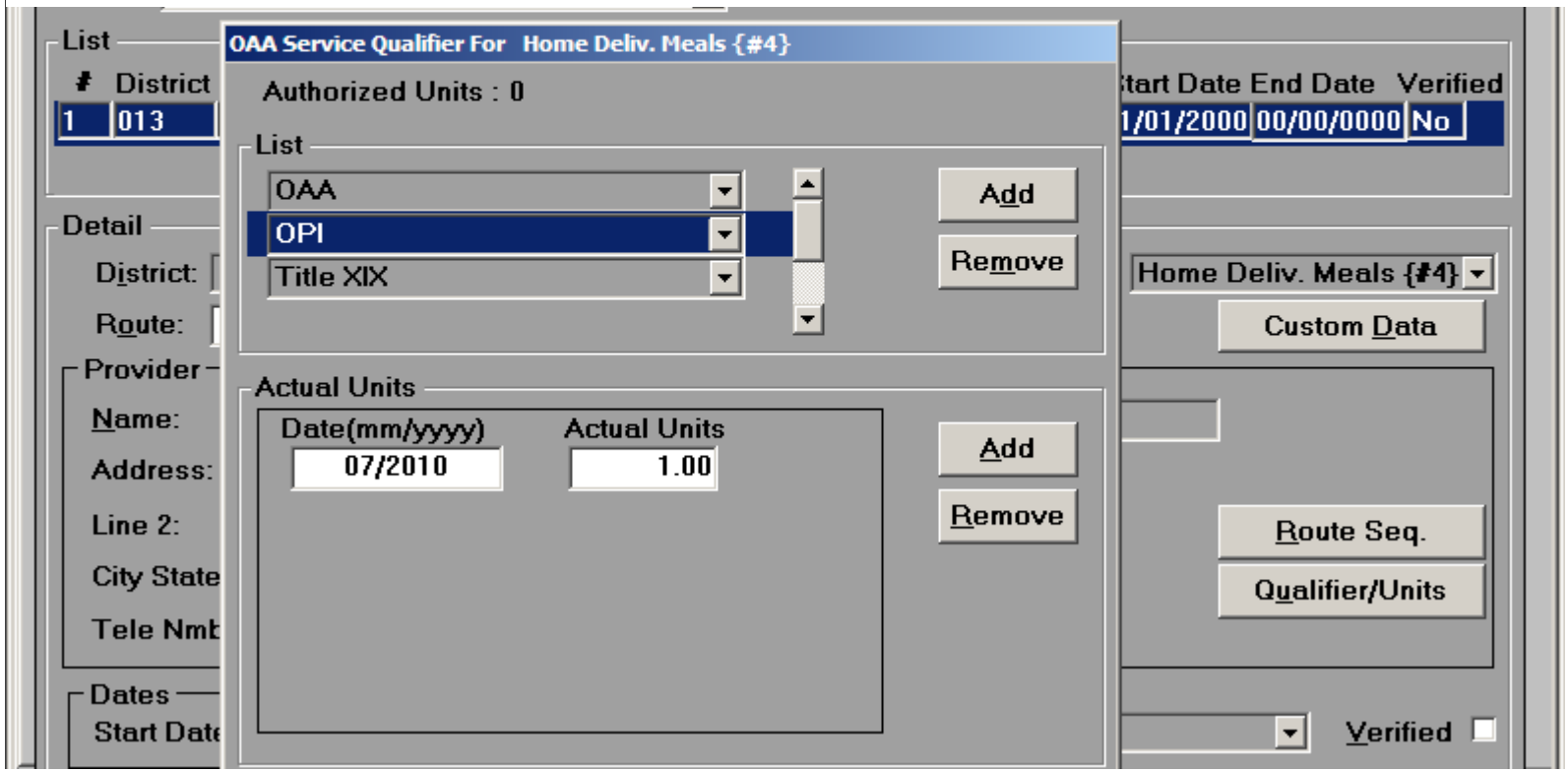
Start Date: 06/01/2010 | End Date: 00/00/0000 | End Reason : | Verified

hstrng4 (2617) | 09/13/2010 02:21 pm

1. **Highlight Service**
2. **Select *Qualifier/Units***

Selecting *Qualifier/Units* opens this screen

1. **Select desired qualifier, Add if you do not see it. (If it's not an add option – you need to associate the qualifier with the OAA Site (instruction later in this training.)**
2. **Add Date and Units**
3. **Repeat as needed for other qualifiers.**
4. **Close screen when completed**



These are screenshots showing I added five units total, one to each qualifier.

You can see in the Service/Billing Report that all five qualifiers and the associated units appear.

Service & Billing Report

Print Date: 09/15 /2010

Dist Name.... : Baker
Site Name.... : UNION MEAL SITE
Service Date : 7/1/2010 to 7/31/2010

Service: Home Deliv. Meals (#4)
Ser.Qual.: ALL
Prov. Name: COMMUNITY CONNECTION NE OR

Client Id	Name	Service/Qualifier	Auth. Units	Act. Units	Billed Units	Unit Rate	Total Billed
380[redacted]	[redacted]LA M	Home Deliv. Meals (#4)	.00				
		OAA		1.00	1.00	.00	0.00
		OPI		1.00	1.00	.00	0.00
		Title XIX		1.00	1.00	.00	0.00
		Standard		1.00	1.00	.00	0.00
		Volunteer		1.00	1.00	.00	0.00
380[redacted]	[redacted]HELEN M	Home Deliv. Meals (#4)	.00				
		Standard		9.00	9.00	.00	0.00
Total Unduplicated Client Count:	**2**		**0.00**	**14.00**	**14.00**		**$ 0.00**

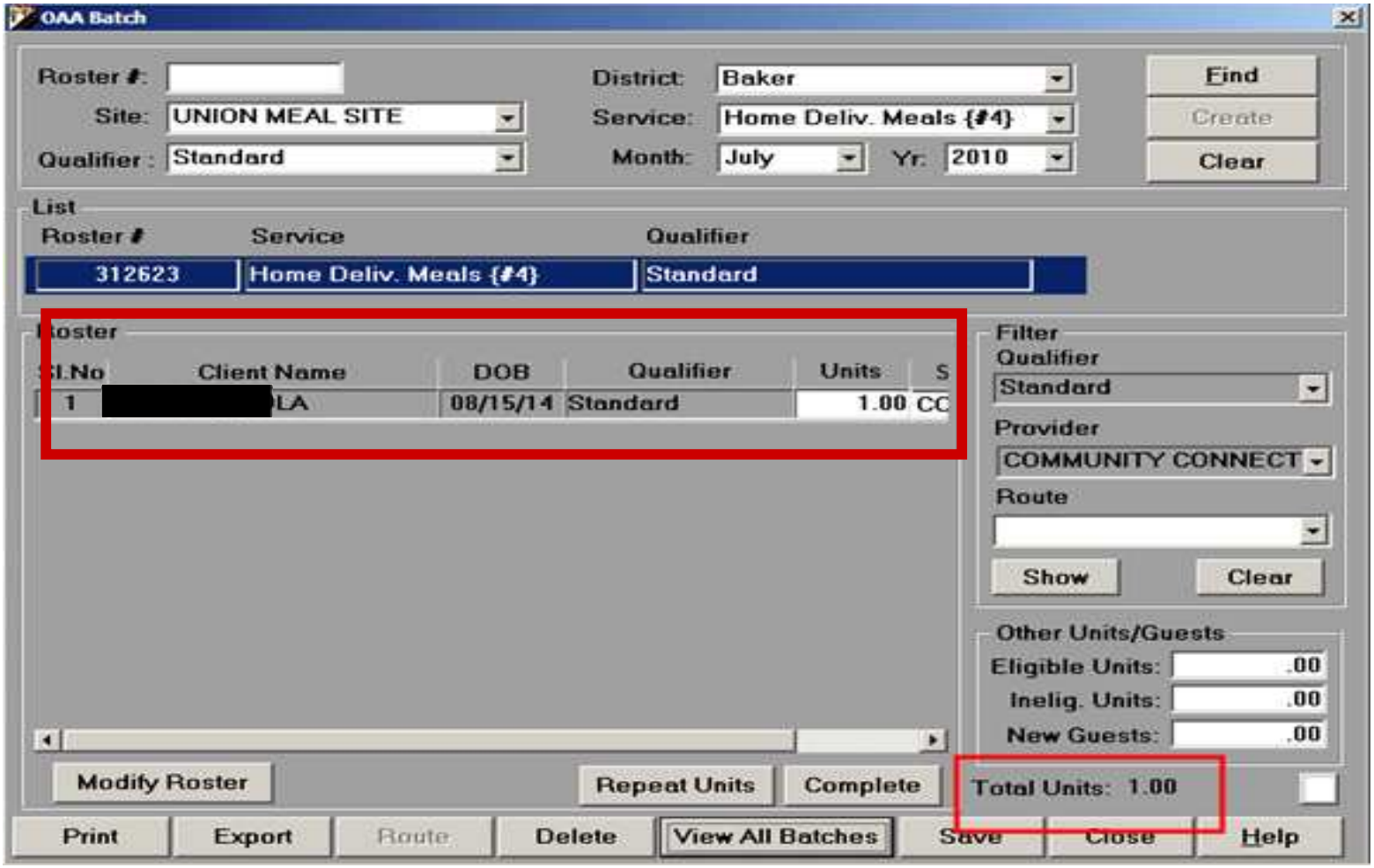
Page :1 of 1

OAA Batches are not auto-generated so if we visit the OAA Batches – we will not find any batches reflecting the units and qualifier just created.

We can however create a batch and this information will auto-populate into the batch

Check out the next slide and you'll see what I mean!

To demonstrate how the information entered directly into a client file will auto-populate the Roster with the unit I created a batch for the month of July and designated the qualifier as “Standard” – it “mined” the system and found Lola Morgan had one unit designated with the Standard qualifier.



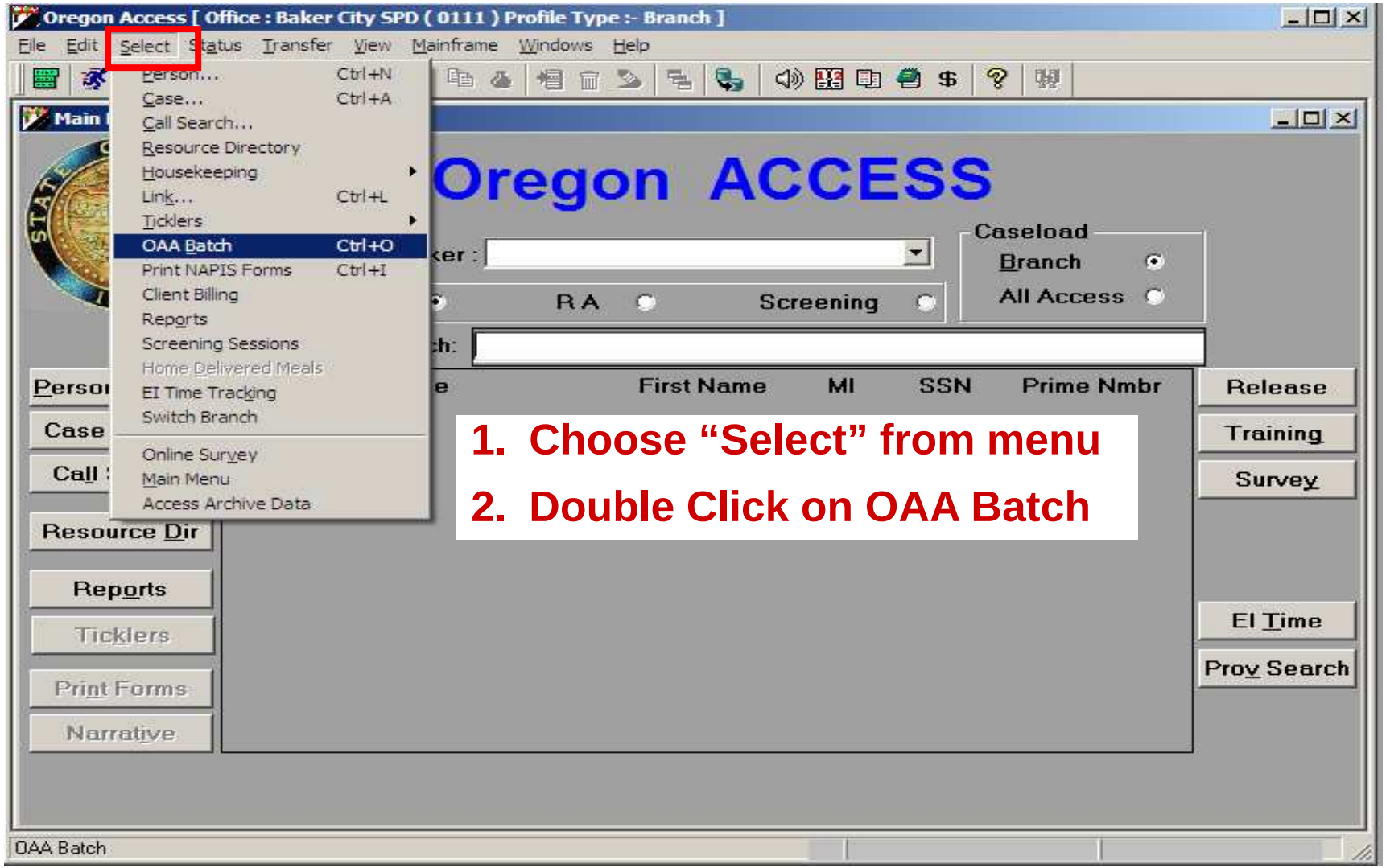
Review of entering service data directly into client file

1) Open client file and select *Service Needs* icon
2) Open the OAA SVC/FCSP tab
3) Highlight the service
4) Select *Qualifier/Units* box
5) Highlight qualifier you want to identify unit(s)

   NOTE: Add qualifier if needed.
6) Type in date and units
7) Repeat with other qualifiers as applicable.

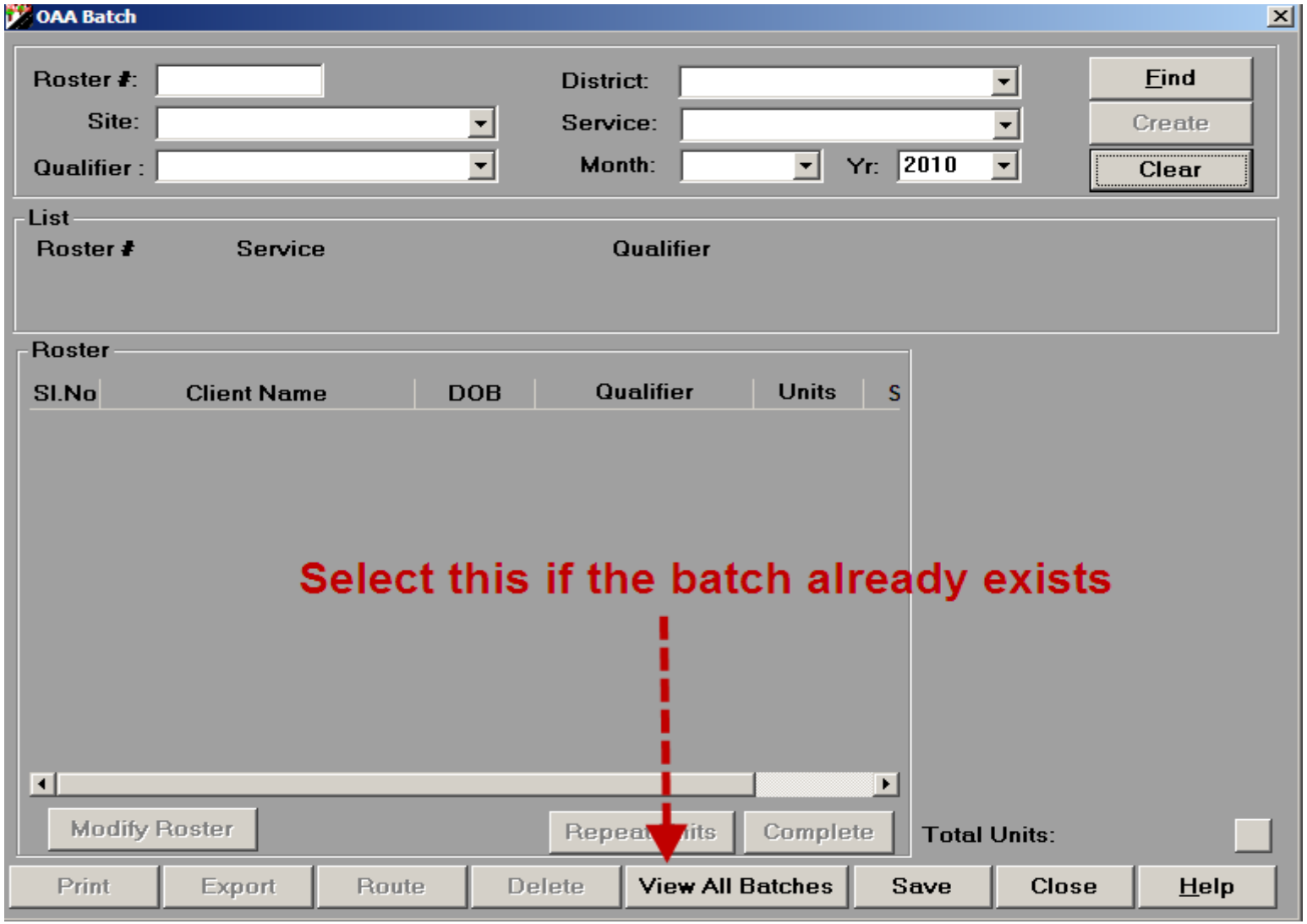
Next we'll look at entering service data through the OAA Batch module

Creating or Editing an OAA Batch

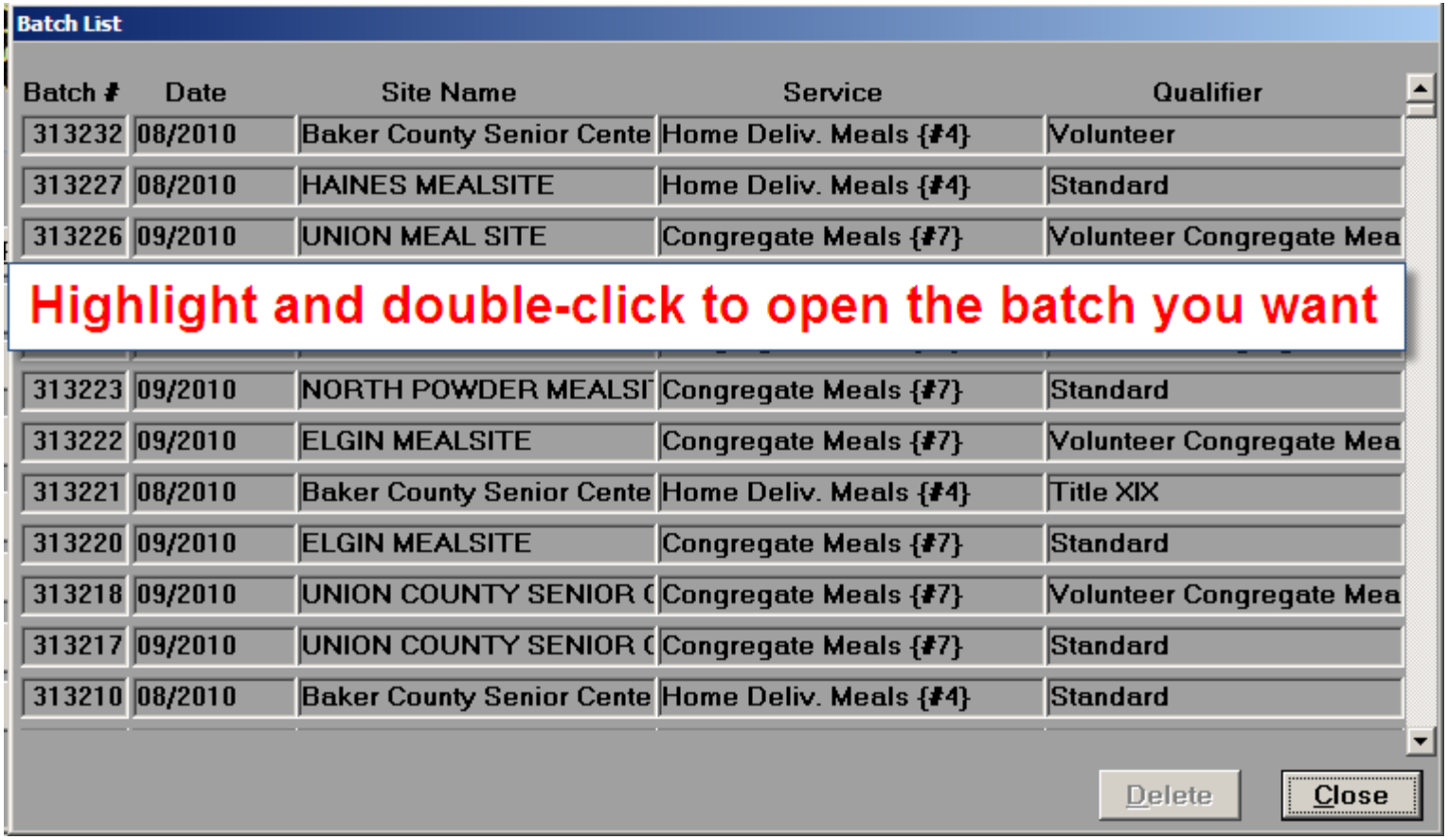


The first screen you see is this

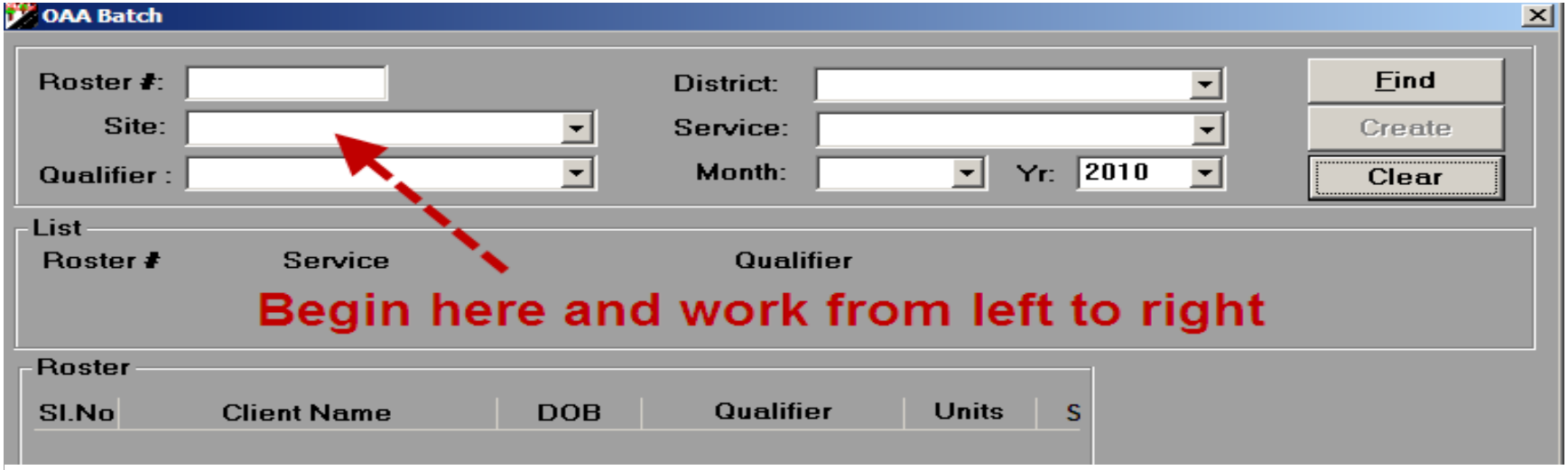
NOTE: You can create a batch ahead of the data entry period



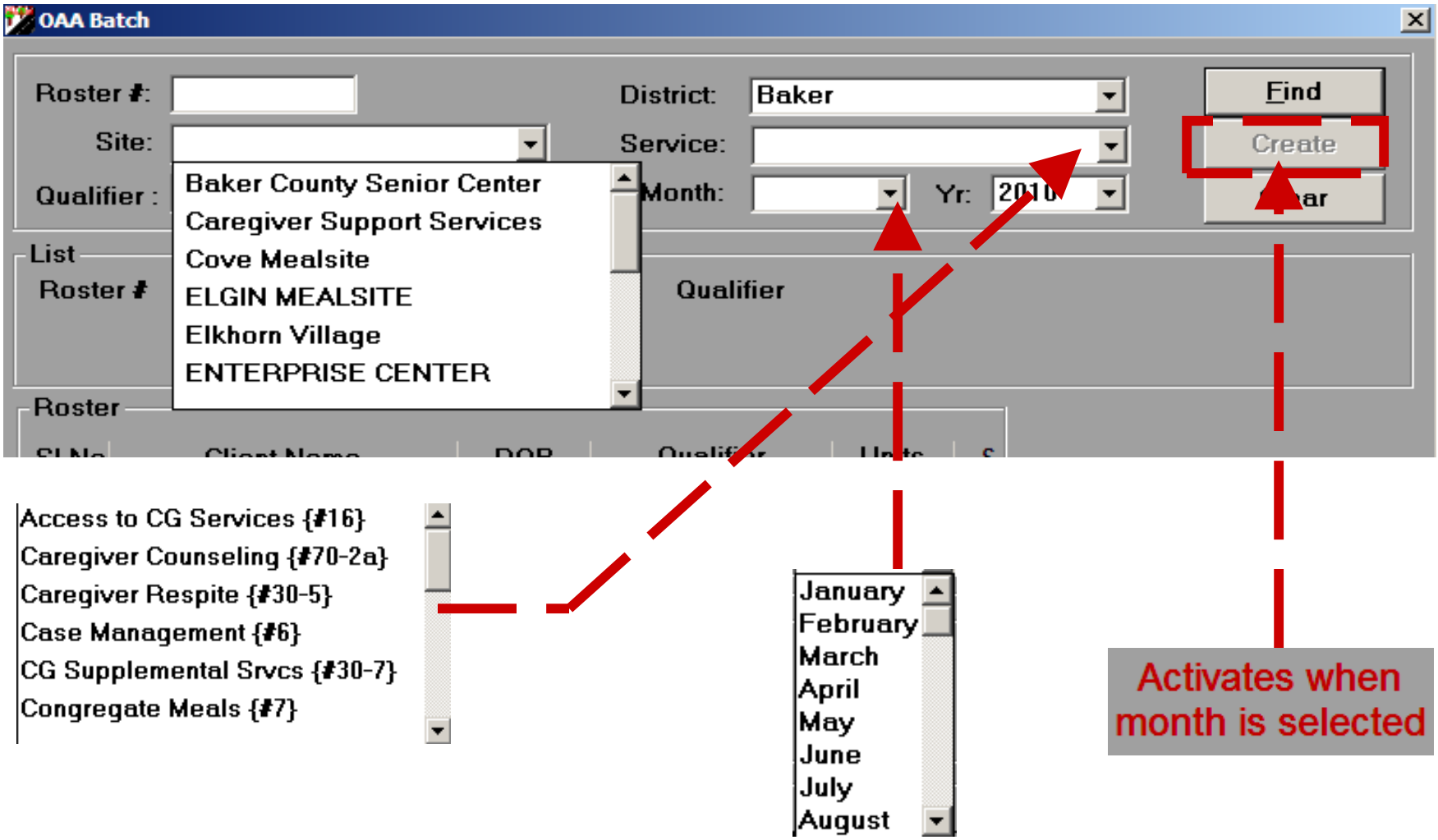
“View All Batches” reveals a list of existing batches



To create a batch

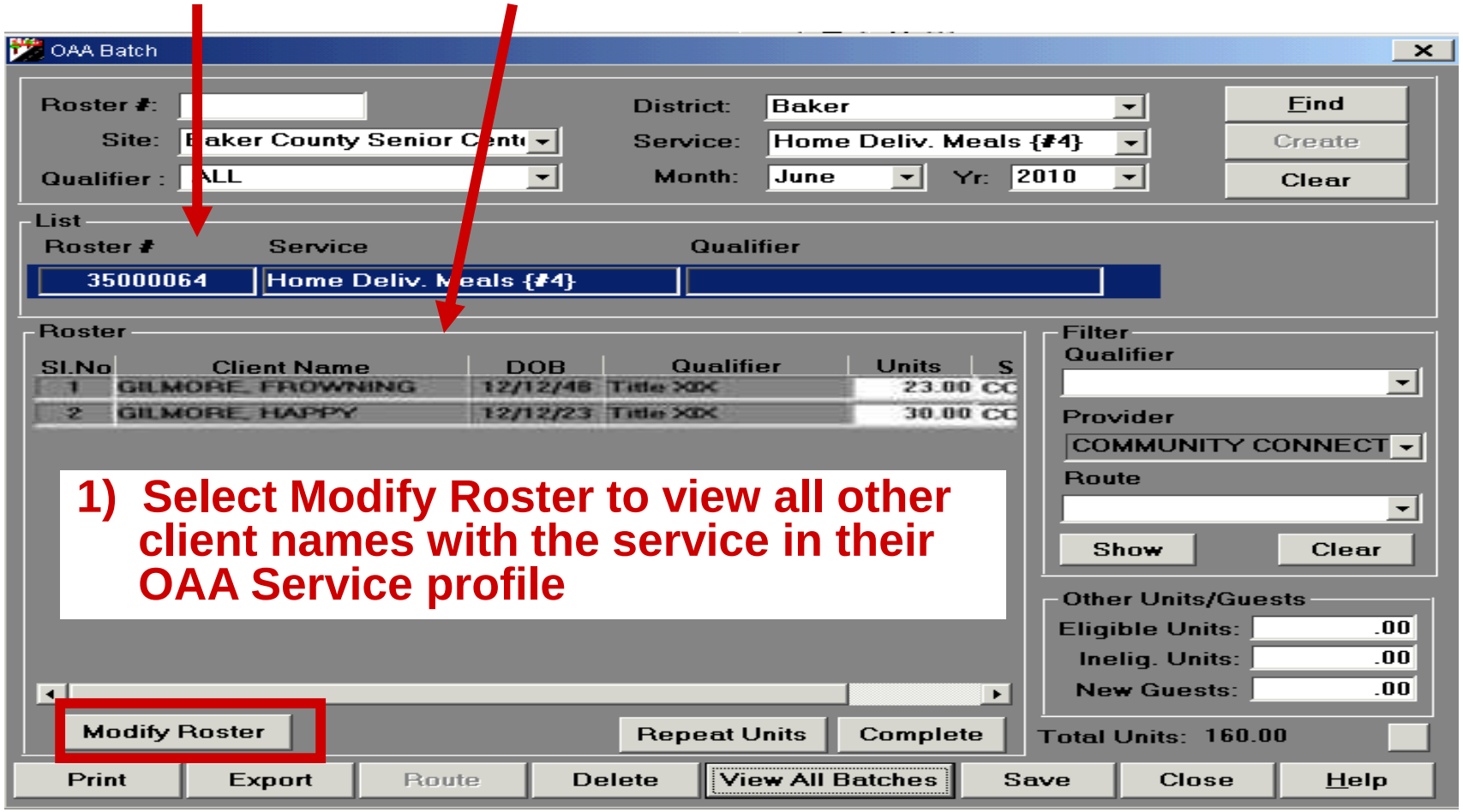


Drop-Down menu example

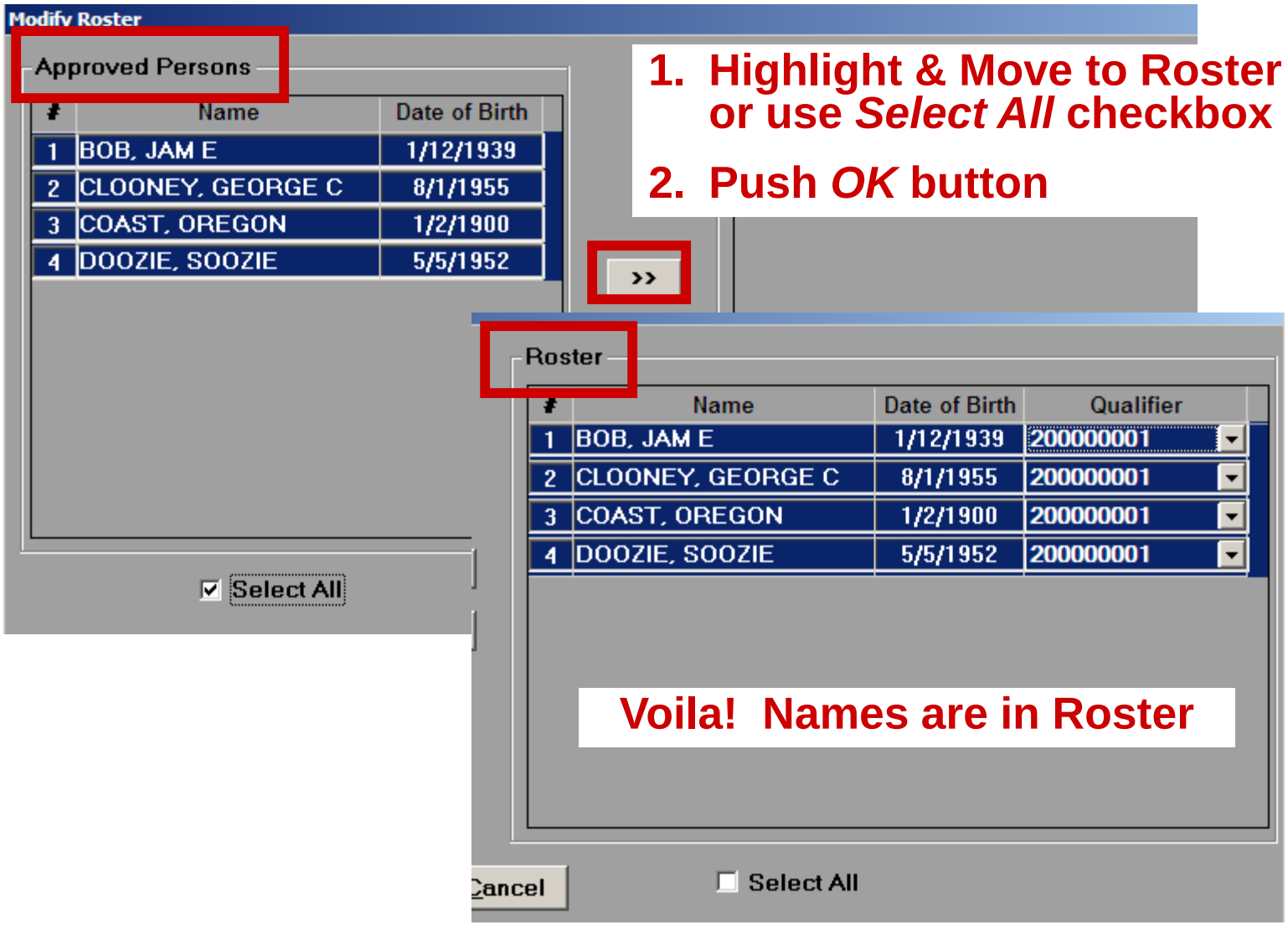


Let’s take a CLOSER LOOK

The Roster number is auto-assigned. A client list appears by default for a number of reasons: a) units were entered directly into the client file or b) clients were on Roster last month.



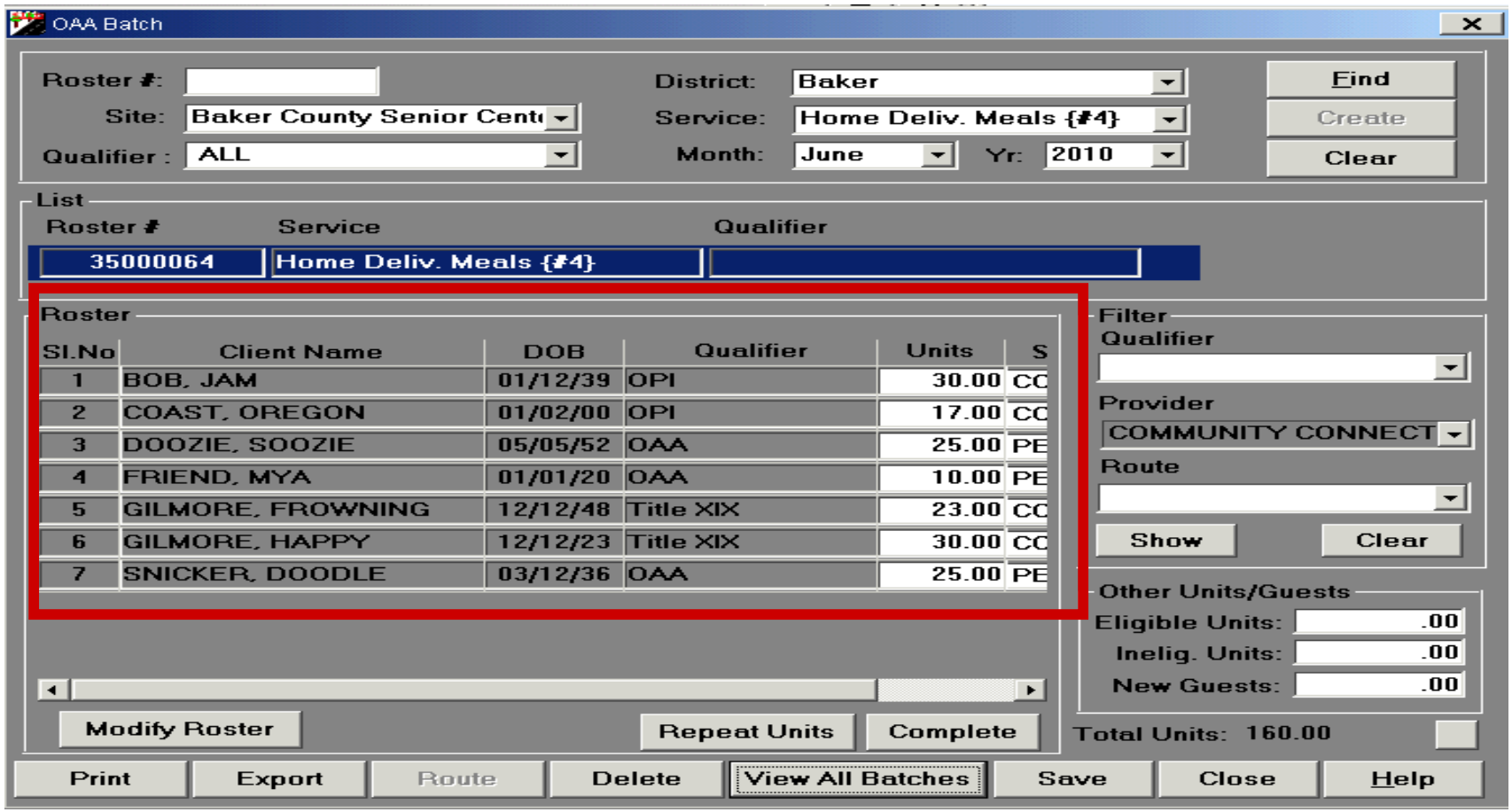
Results of selecting “Modify Roster”



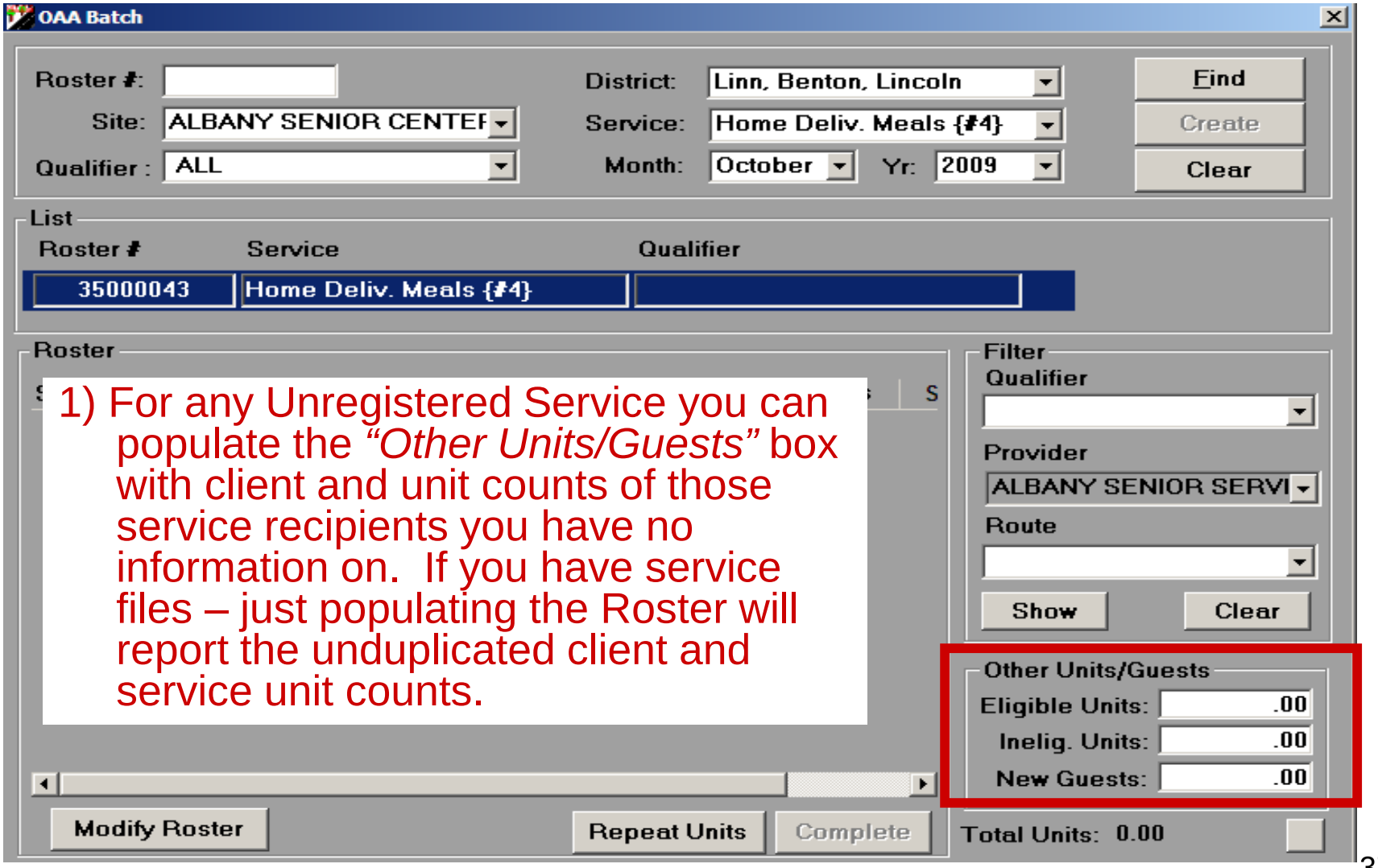
1. **Highlight & Move to Roster or use *Select All* checkbox**
2. **Push *OK* button**

Voila! Names are in Roster

The gang's all here now. Notice I selected "ALL" for the qualifier. That is because as I moved names from the "Approved" list to the "Roster" I selected the applicable qualifier. Once I exited the Roster screen the names appeared here and I entered the units of service.

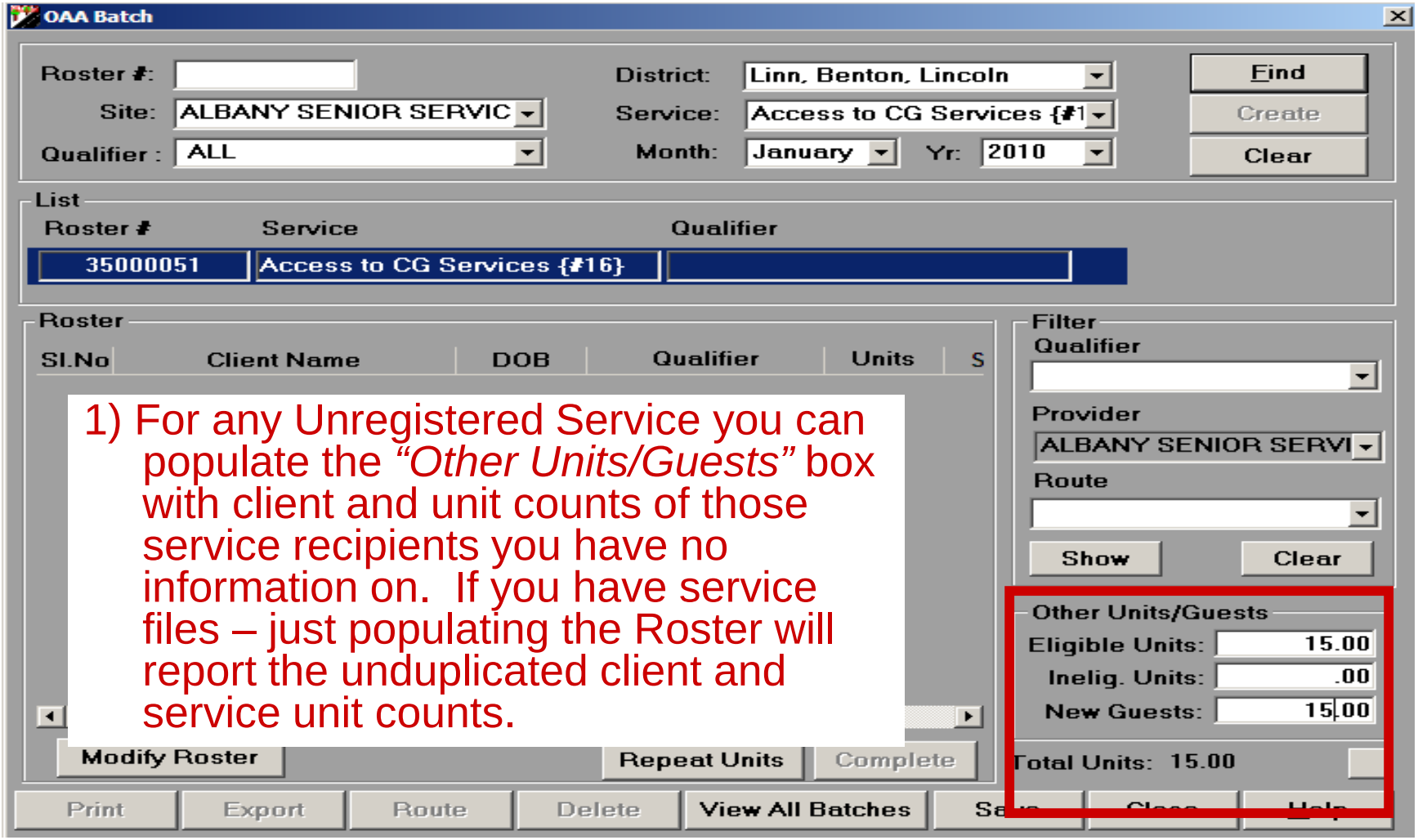


What about Guest/Visitor Units?



1) For any Unregistered Service you can populate the *"Other Units/Guests"* box with client and unit counts of those service recipients you have no information on. If you have service files – just populating the Roster will report the unduplicated client and service unit counts.

What about unregistered services and no client file?



1) For any Unregistered Service you can populate the *"Other Units/Guests"* box with client and unit counts of those service recipients you have no information on. If you have service files – just populating the Roster will report the unduplicated client and service unit counts.

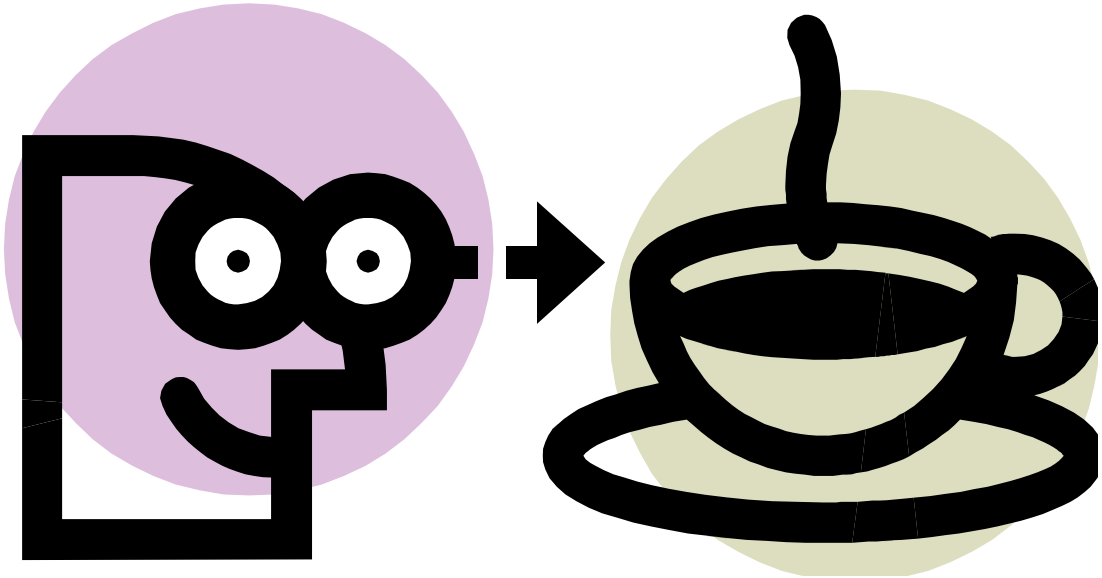
Review of creating an OAA Batch and populating the fields.

1) Choose *Select* from menu bar
2) Highlight OAA Batch or use Ctrl+O shortcut
3) Select existing Batch or create new by populating the fields left to right
4) If units are already in client files – these client names will auto-populate in the Batch. To ensure you have all clients you wish to be in your Batch select *Modify Roster* from the bottom right hand area (see next slide for more)

Review of creating an OAA Batch, continued

5) Highlight client names in *Approved* list (or select "All" if applicable) (remember all names in the *Approved* list are those clients with the service and site location listed on their OAA Svc/FCSP tab)
6) Move the clients to the Roster
7) Enter the units of service
8) Upon exiting the Batch screen all information will be saved
9) You can re-enter batch and modify as needed.
   (Details on how to do this are in upcoming slides)

Need a break?



TROUBLESHOOTING

What Does it Mean if . . .

You <u>can't find the service location</u> in the drop-down list?

A: The OAA Site hasn't been linked to the OAA Provider

You <u>can't find the service</u> in the drop-down list?

A: The OAA Provider and/or OAA Site profile doesn't list the service as deliverable

The <u>qualifier isn't in the drop-down box</u>?

A: The qualifier hasn't been associated with the service in the OAA Sites profile

The <u>service recipient isn't on the Roster</u>?

A: The service isn't listed in the client file as receivable

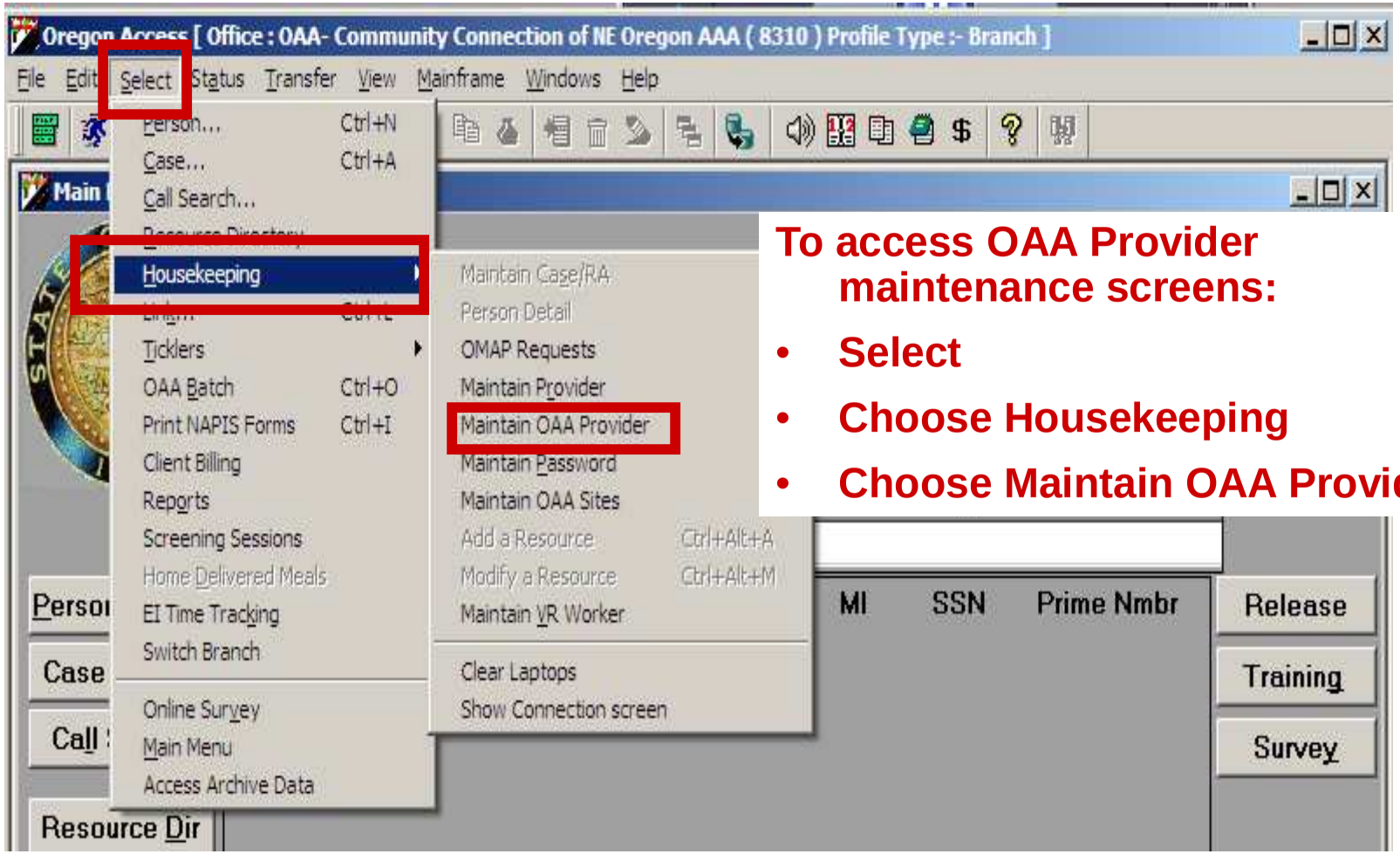
PROBLEM & SOLUTION

Problem: Absence of *Service location*, *Service category* and/or *Qualifier* from your OAA Batch drop-down menu

Solution: Add missing items to OAA Provider screens and OAA Sites screens

NOTE: If the service already exists in the Provider profile, proceed directly to the OAA Sites screen to add the qualifer(s)

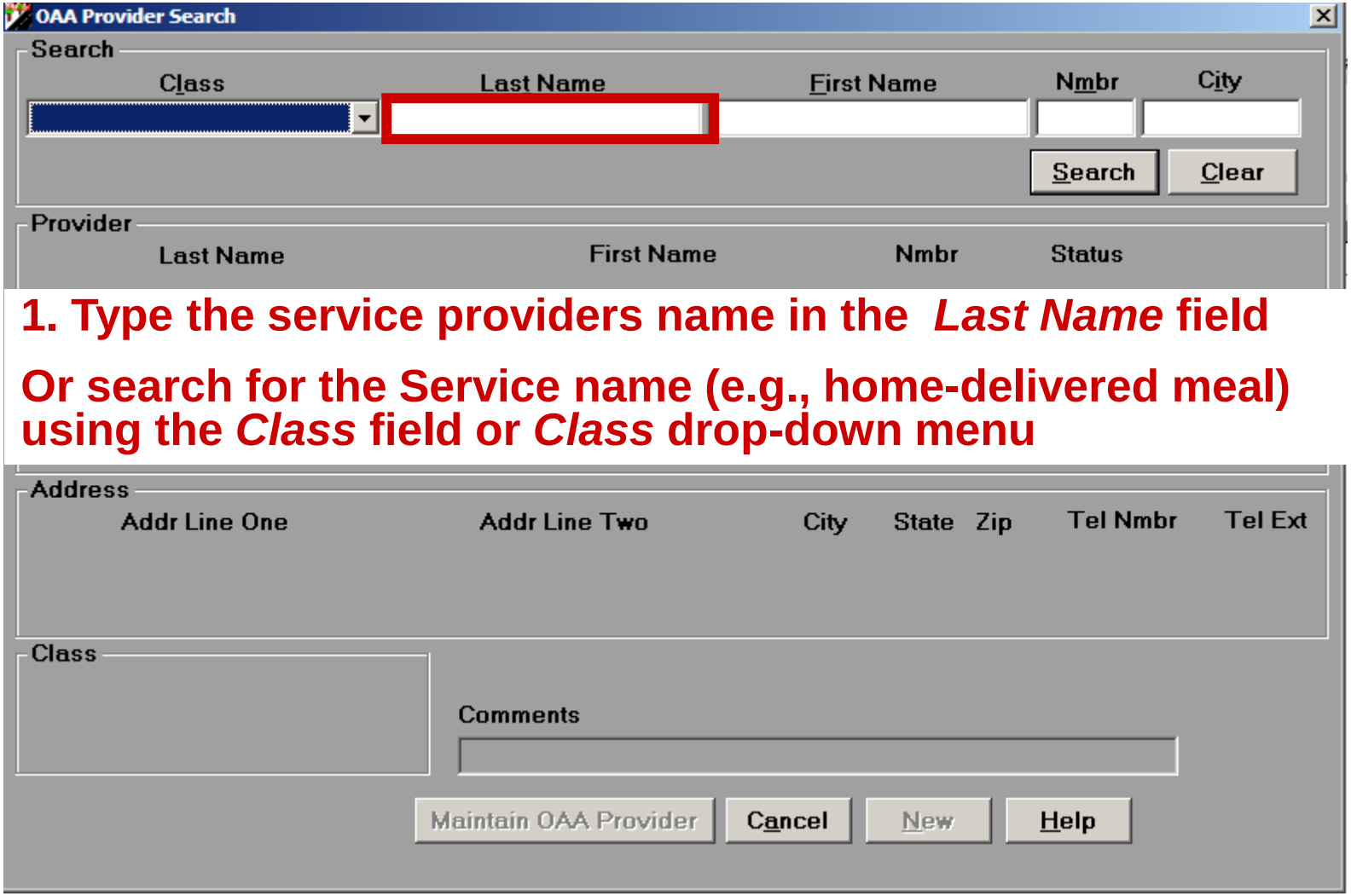
Phase 1 (Adding a service)
MAINTAIN OAA PROVIDER



To access OAA Provider maintenance screens:

- **Select**
- **Choose Housekeeping**
- **Choose Maintain OAA Provider**

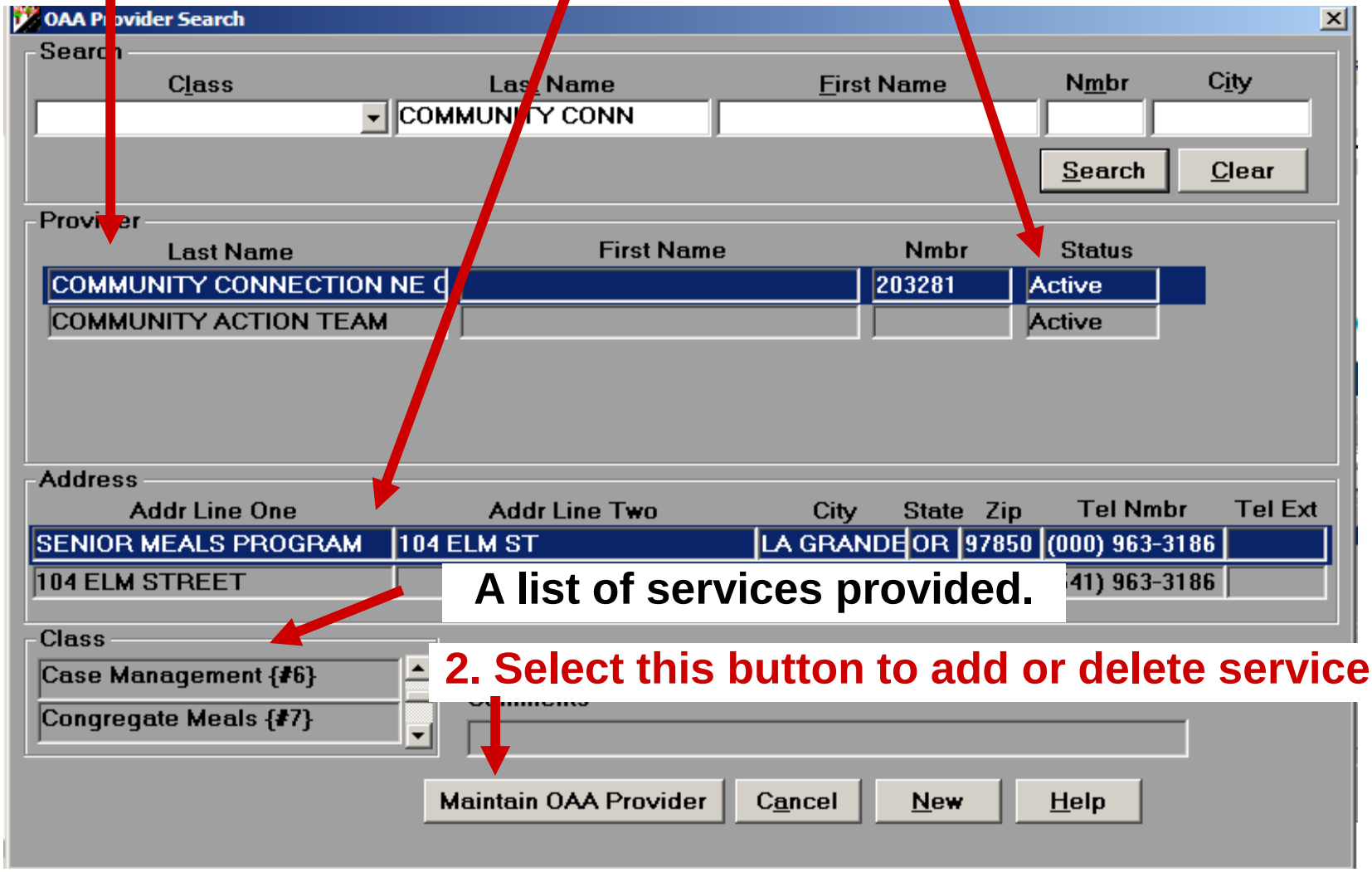
OAA PROVIDER SEARCH SCREEN



1. Type the service providers name in the *Last Name* field

Or search for the Service name (e.g., home-delivered meal) using the *Class* field or *Class* drop-down menu

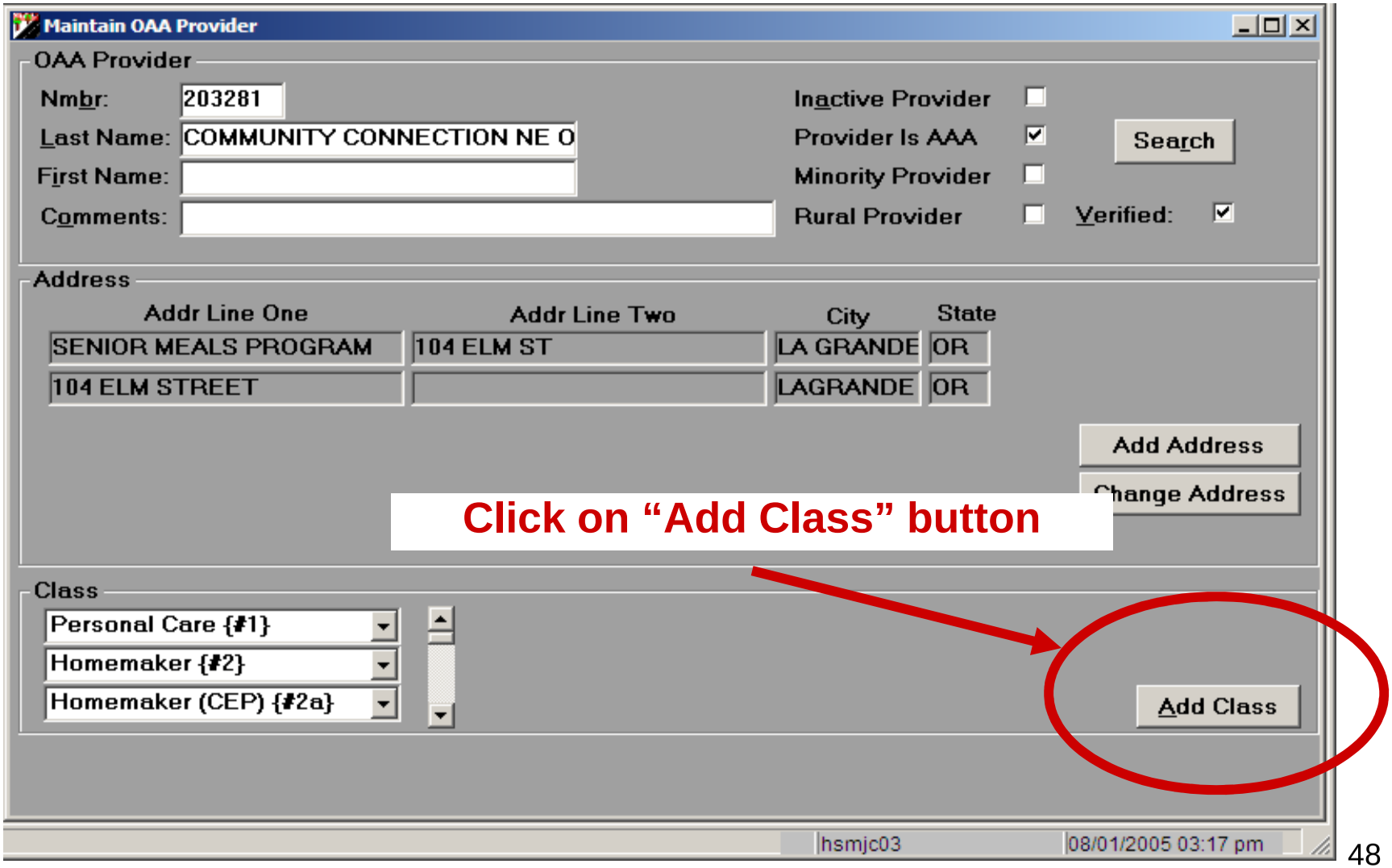
Matching choices. 1. Highlight your choice, make sure the Status is "Active" and look at the address to ensure it's the correct provider



A list of services provided.

2. Select this button to add or delete service

OAA PROVIDER MAINTENANCE SCREEN



After selecting *Add Class* button a new field opens and the drop-down menu is activated

1. **Select Service from drop-down menu**
2. **Close Provider Screen**

Maintain OAA Provider

OAA Provider

Nmbr: 203281

Last Name: COMMUNITY CONNECTION NE O

First Name:

Comments:

Inactive Provider ☐

Provider Is AAA ☑

Minority Provider ☐

Rural Provider ☐

Search

Verified: ☑

Address

Addr Line One	Addr Line Two	City	State
SENIOR MEALS PROGRAM	104 ELM ST	LA GRANDE	OR
104 ELM STREET		LAGRANDE	OR

Change Address

Class

Caregiver Counseling {#70-

HM

Access to CG Services {#16}

Adult Care Home Lic. {#80-7}

Adult Day Care/Health {#5}

Assist. Transportation {#9}

Caregiver Counseling {#70-2a}

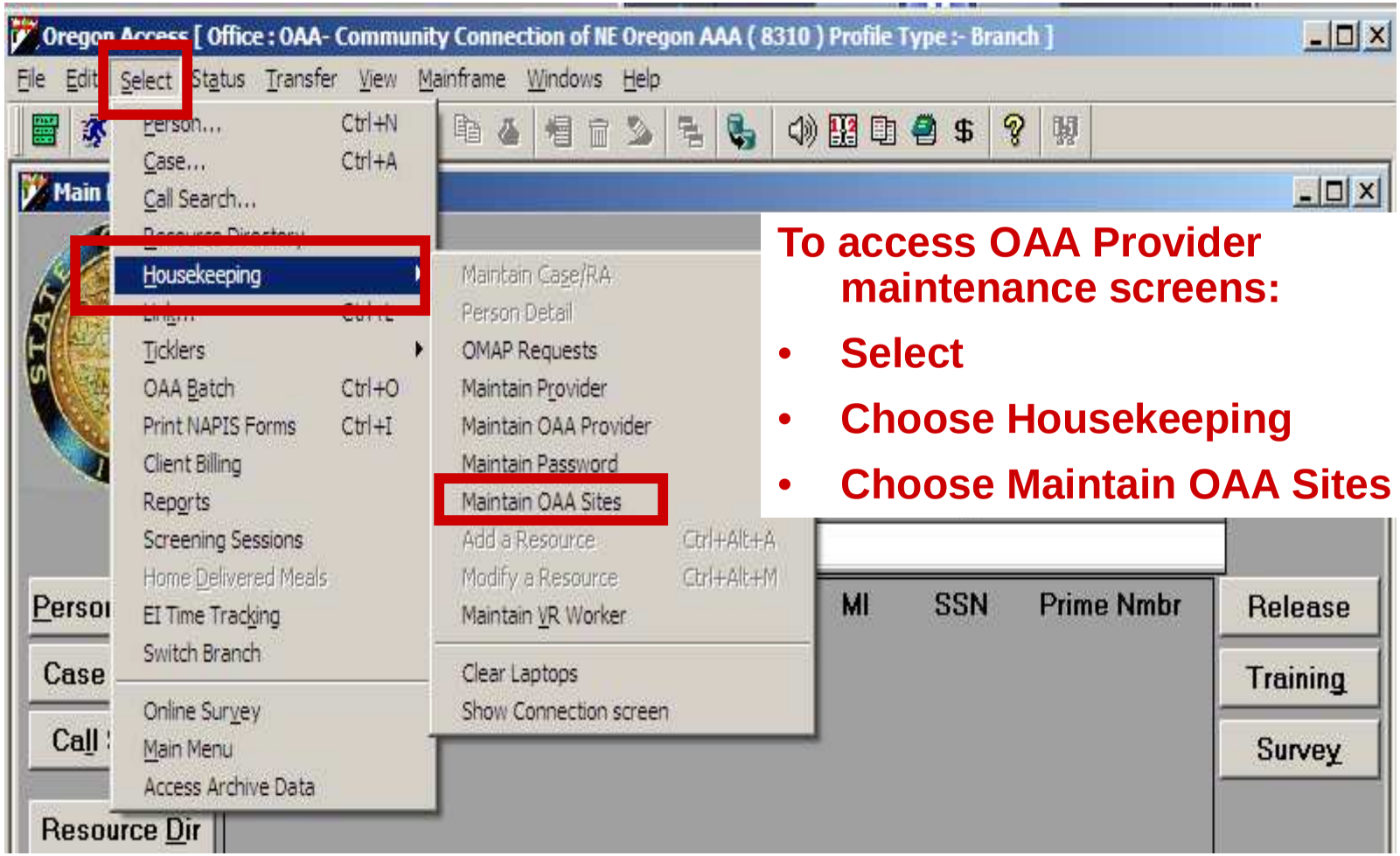
Caregiver Respite {#30-5}

Add Class

hsmjc03 | 08/01/2005 03:17 pm

At 0.6" Ln 1 Col 1 REC TRK EXT OVR

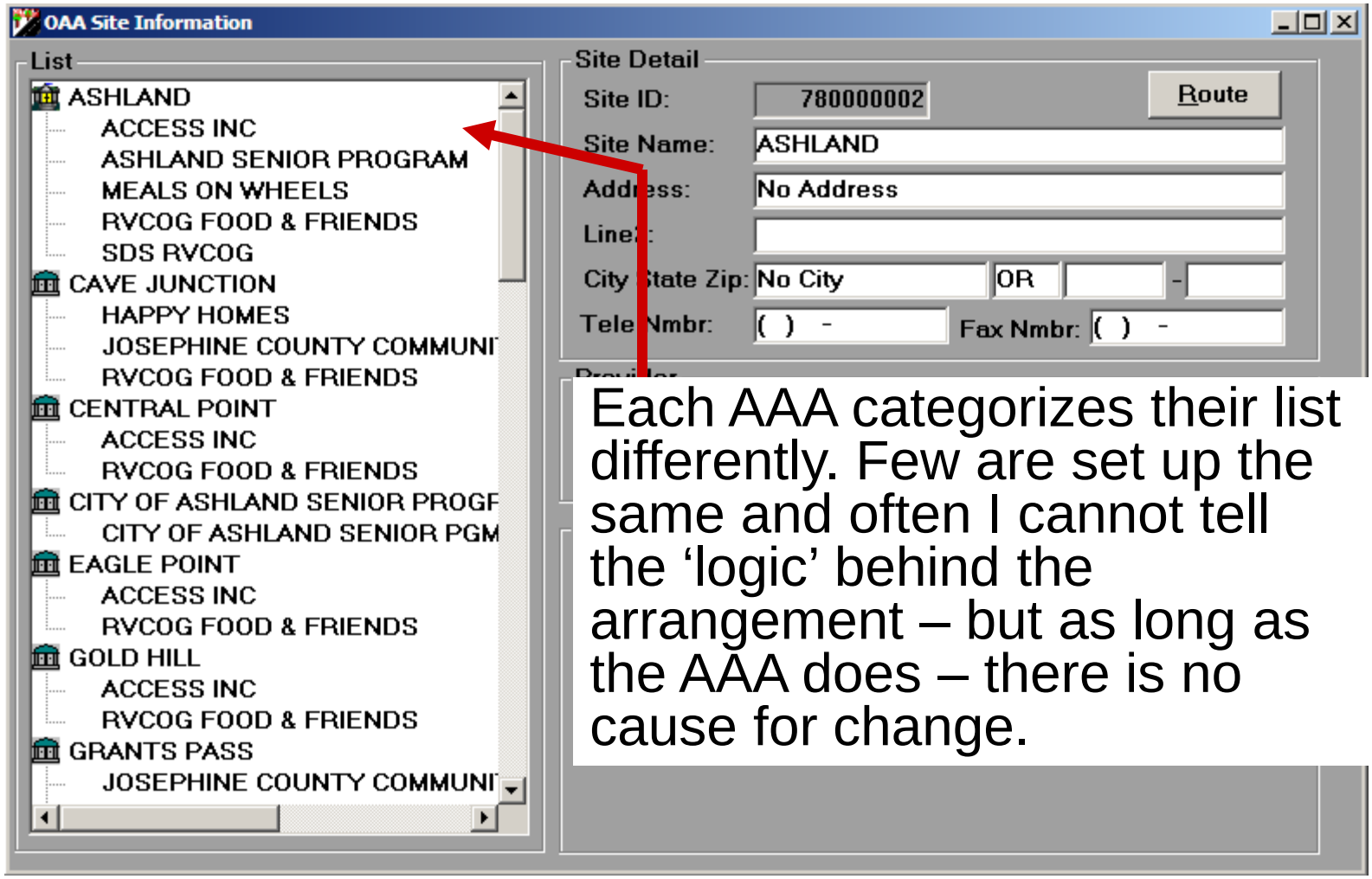
Phase 2 (Adding a service) MAINTAIN OAA Sites



To access OAA Provider maintenance screens:

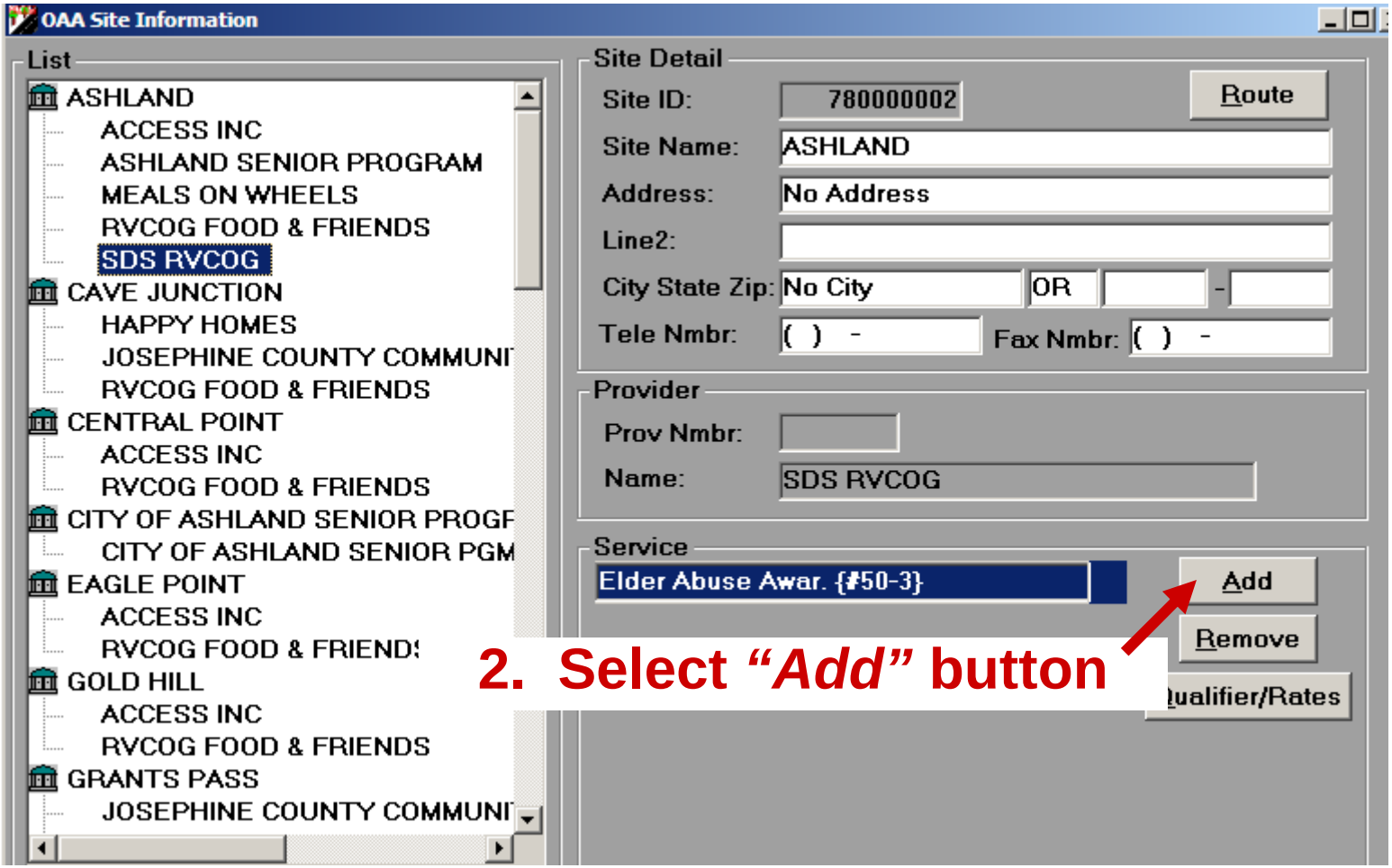
- **Select**
- **Choose Housekeeping**
- **Choose Maintain OAA Sites**

OAA Sites screen

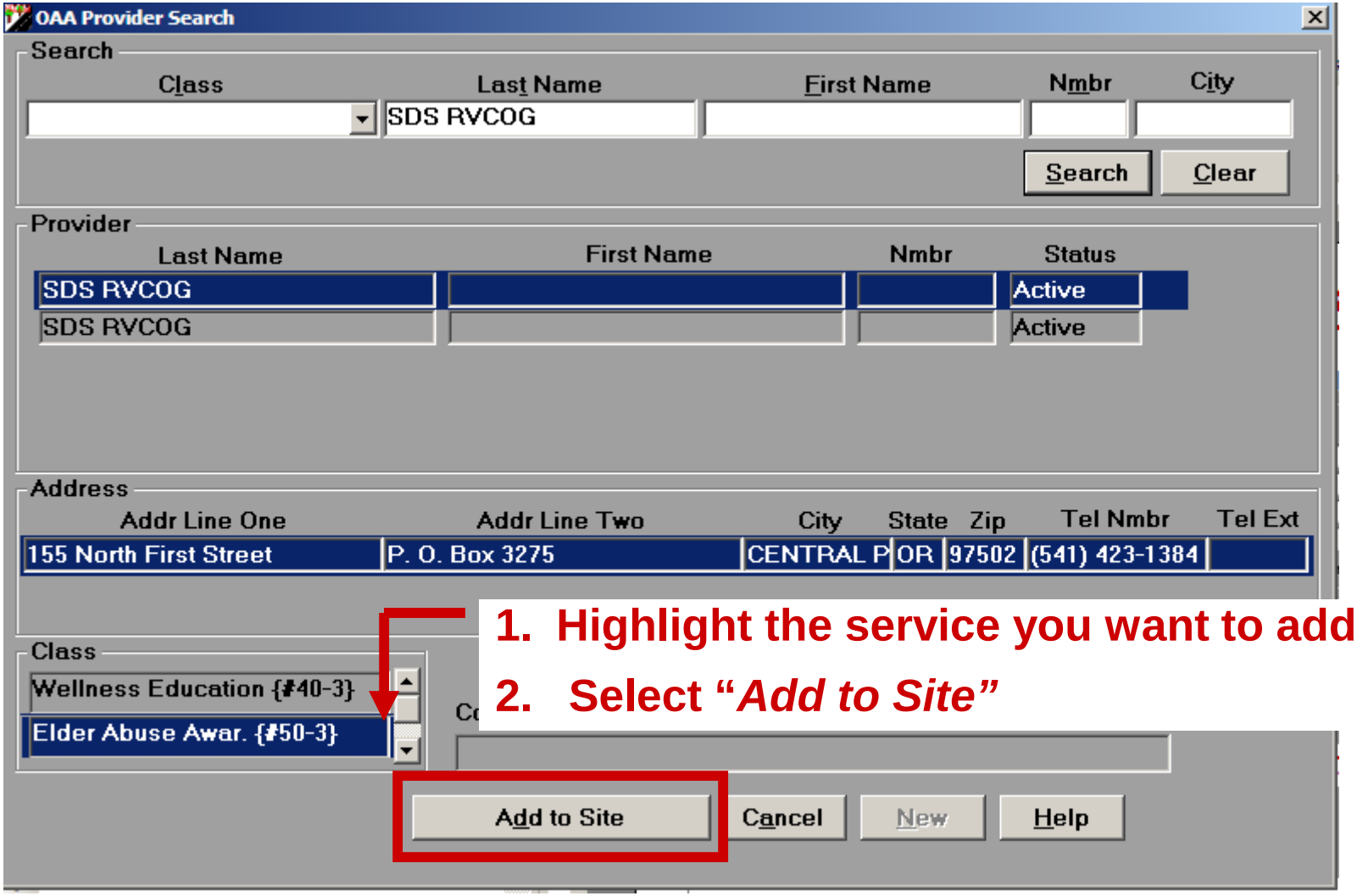


Each AAA categorizes their list differently. Few are set up the same and often I cannot tell the ‘logic’ behind the arrangement – but as long as the AAA does – there is no cause for change.

1. Highlight the location & provider

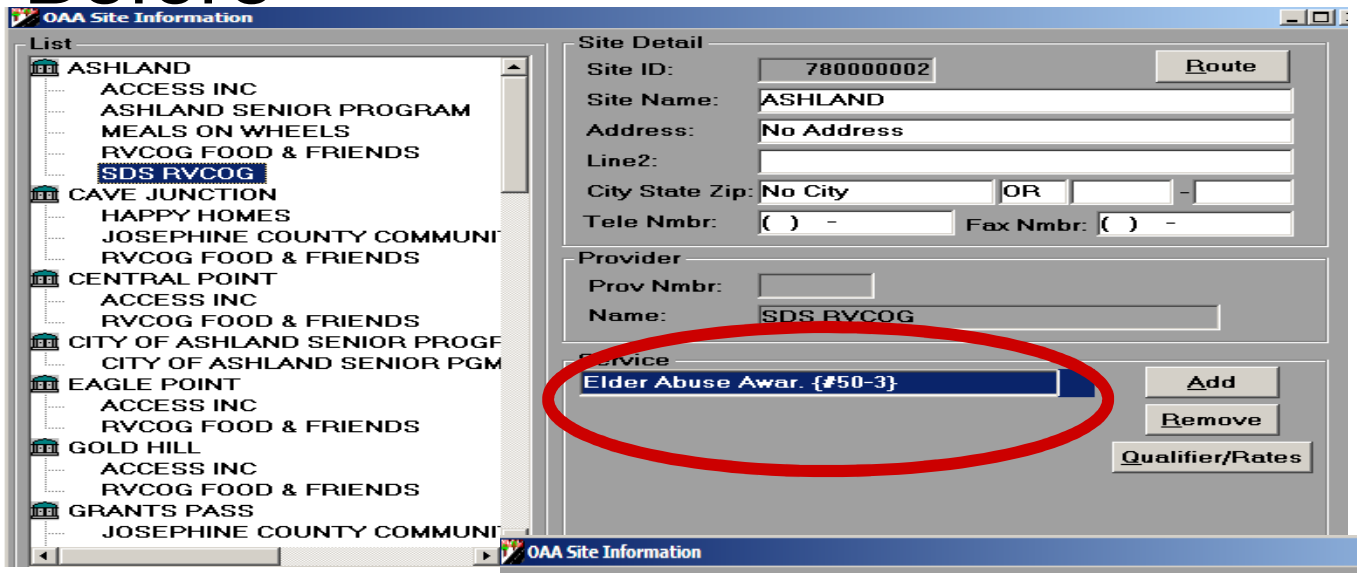


Hey! Selecting "*Add*" brought us right back to the OAA Provider screen

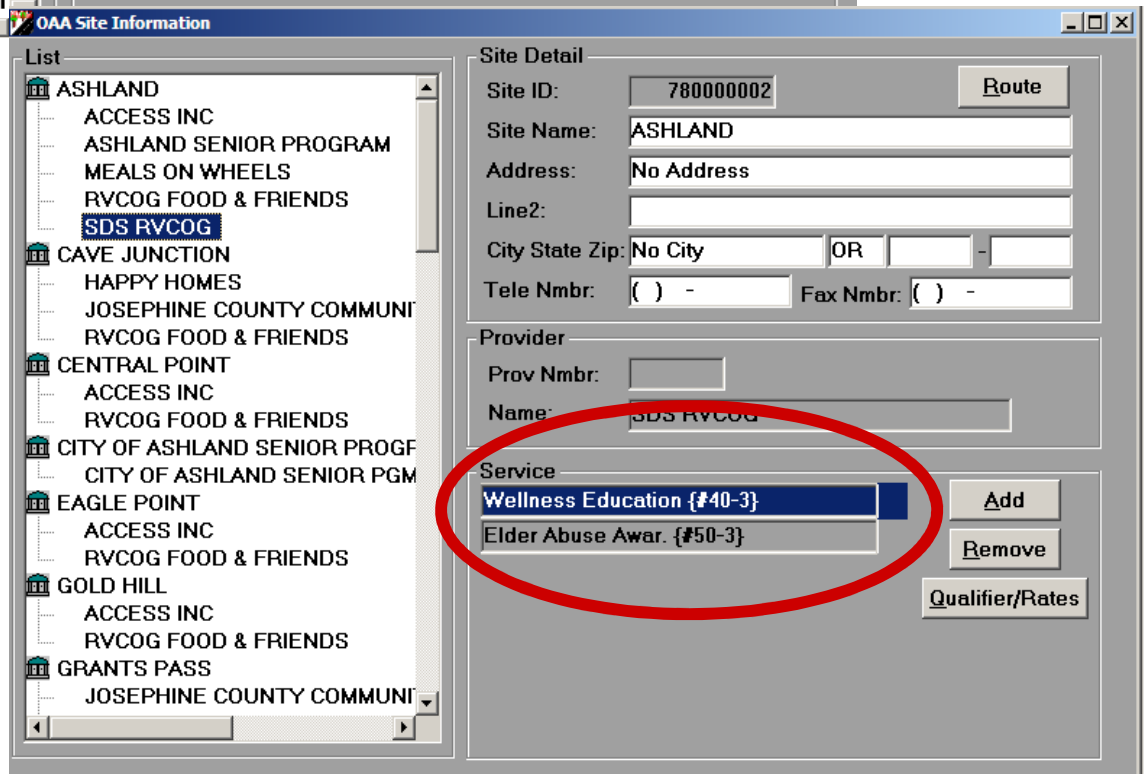


1. **Highlight the service you want to add**
2. **Select "*Add to Site*"**

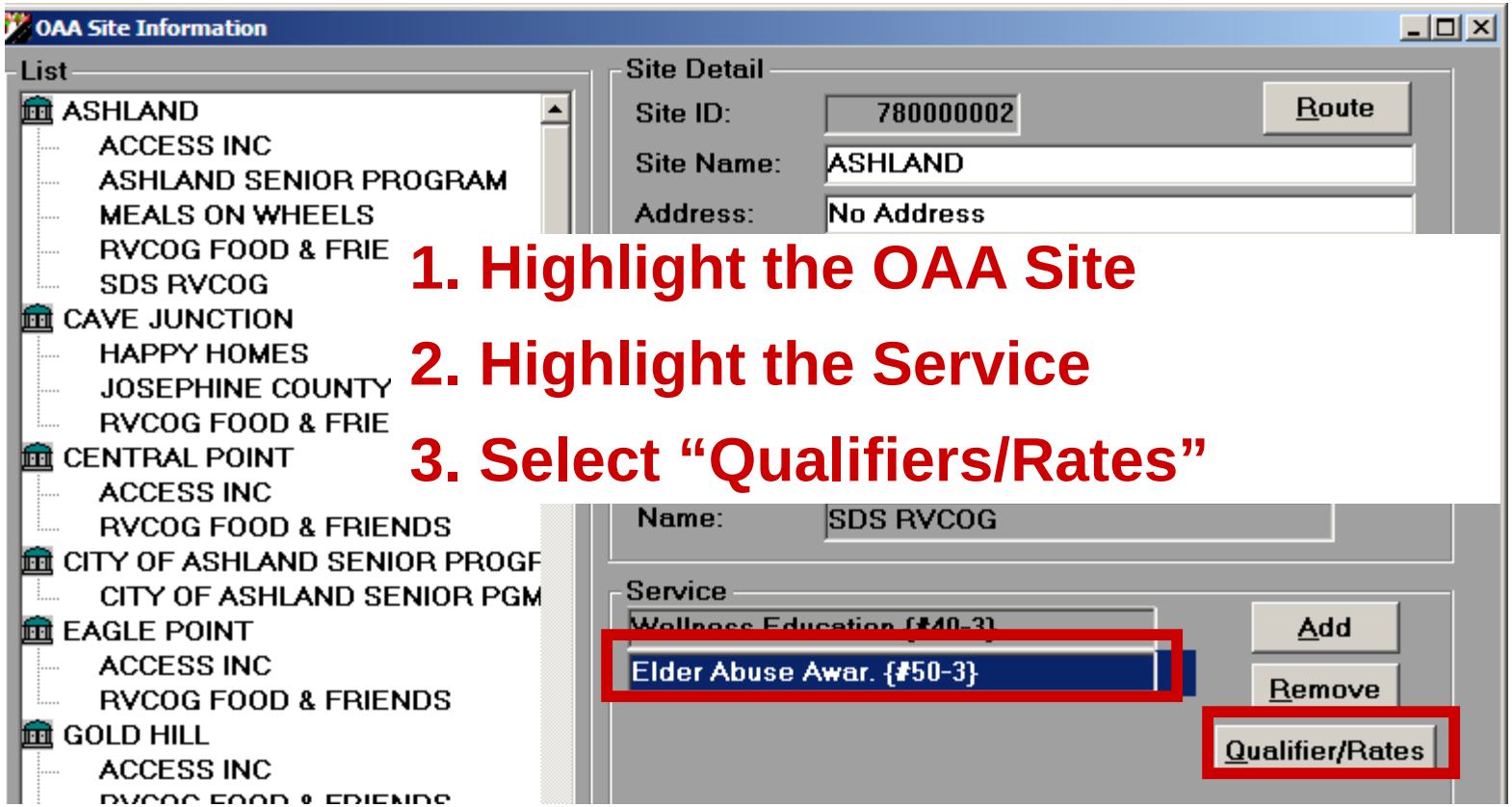
Before



After



Qualifiers . . . Let's add one



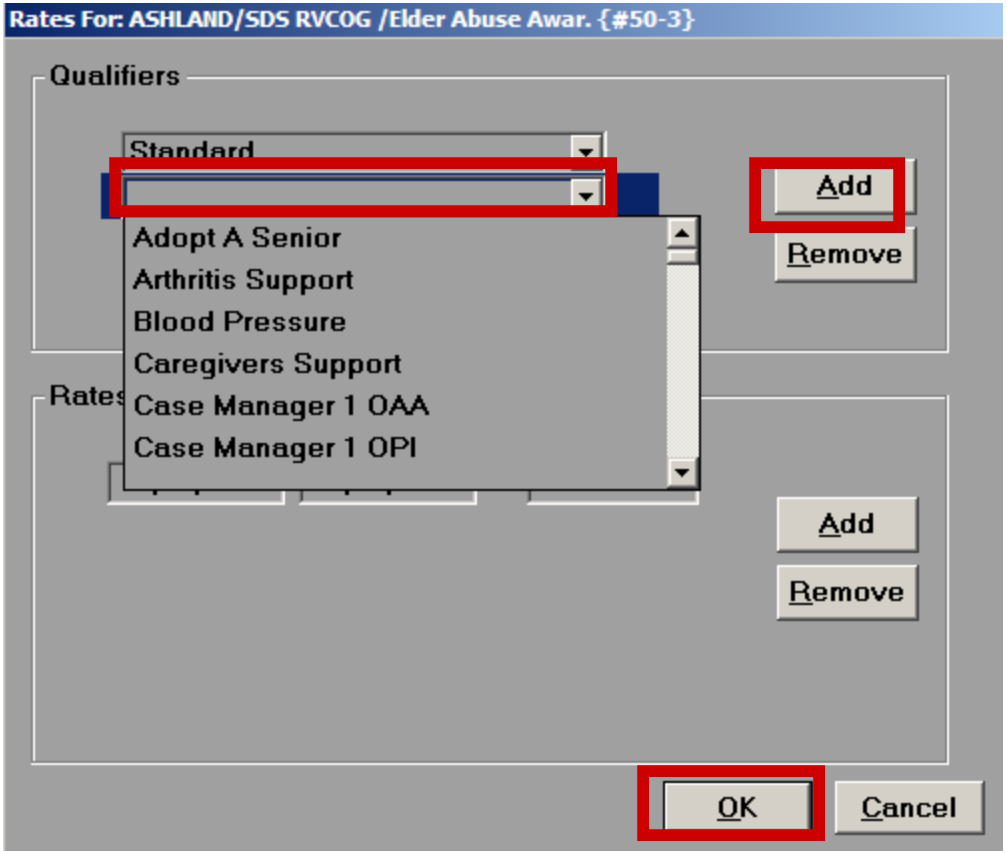
Selecting the Qualifier(s)

1. Choose *"Add"* button
2. Highlight qualifier

Repeat until you have all qualifiers you wish

3. Choose *"OK"* button
4. Close next screen

That is all there is to it!



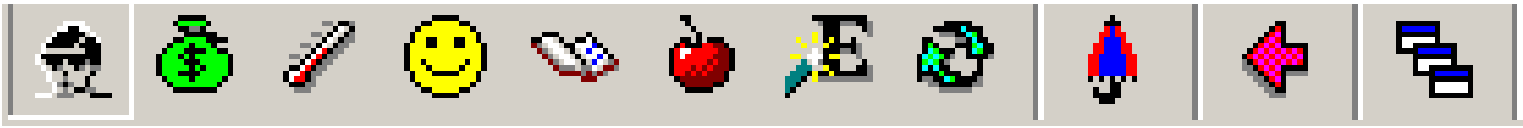
PROBLEM & SOLUTION

Problem: Absence of *service category* in the client file

Solution: Add service to client file

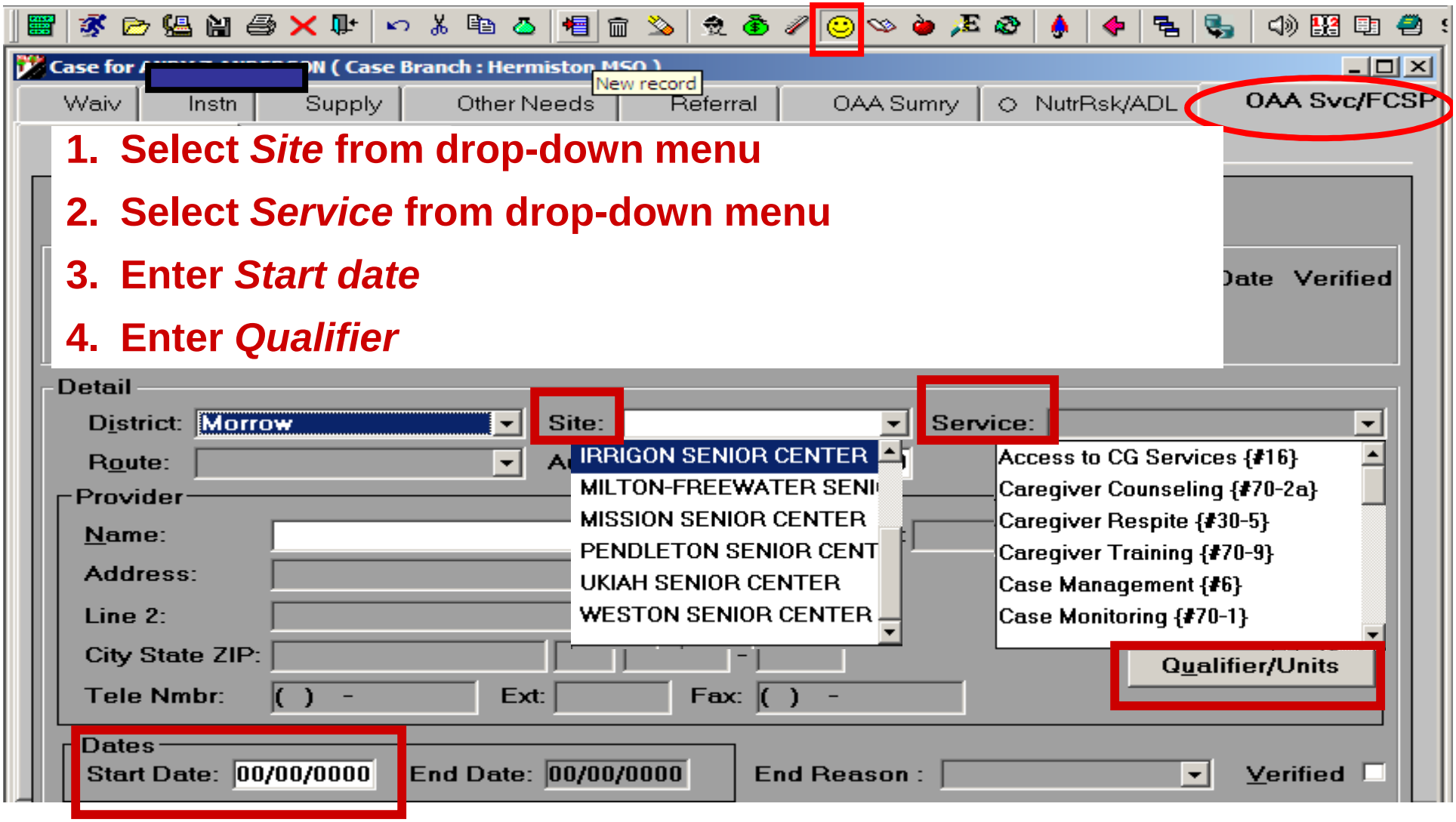
NOTE: Non-Registered services are not required to be listed in Client file, however, it is recommended as it provides your agency with a list of service recipients should one be needed.

Primary Icon for Services



1. Select Smiling Face icon
2. Select *OAA Svc/FCSP* tab

Adding a Service to Client File



Oregon Access [Office : Hermiston MSO (3013) Profile Type :- Branch]

File Edit Select Status Transfer View Mainframe Windows Help

Case for JOAN O ARK (Case Branch : Hermiston MSO)

Waiv | Instn | Supply | Other Needs | Referral | OAA Sumry | NutrRsk/ADL | OAA Svc/FCSP

OAA Service | FCSP

After adding a service you will see it in the list

List

#	District	OAA Class	Site	Start Date	End Date	Verifi
1	012	Home Deliv. Meals {#4}	HEPPNER SENIOR CENTER	07/01/2009	00/00/0000	No
2	012	Homemaker {#2}	CAPECO	07/01/2009	00/00/0000	No

Detail

District: Morrow Site: CAPECO Service: Homemaker {#2}

Route: Authorized Units: .00 Custom Data

Provider

Name: CAPECO Provider ID:

Address: 721 SE 3RD SUITE D

Line 2:

City State ZIP: PENDLETON OR 97801 -

Tele Nmbr: (541) 276-1926 Ext: Fax: (541) 276-7541

Route Seq.

Qualifier/Units

Dates

Start Date: 07/01/2009 End Date: 00/00/0000 End Reason : Verified

Start | GroupWise M... | Novell Group... | Microsoft Po... | Search Results | Document1 - ... | Oregon Acc... | 2:27 PM

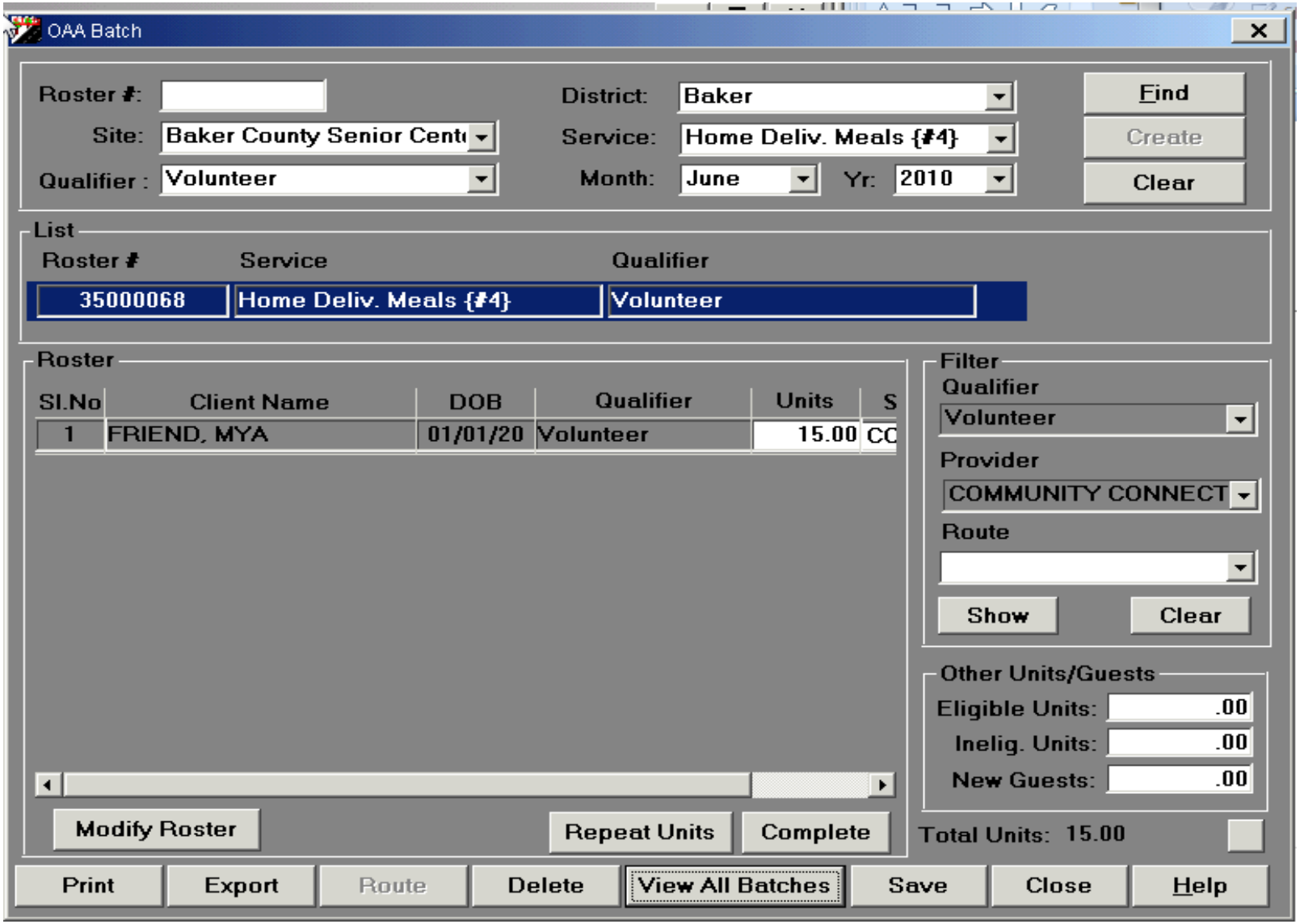
Review

a) We learned how to add a service to a Provider profile

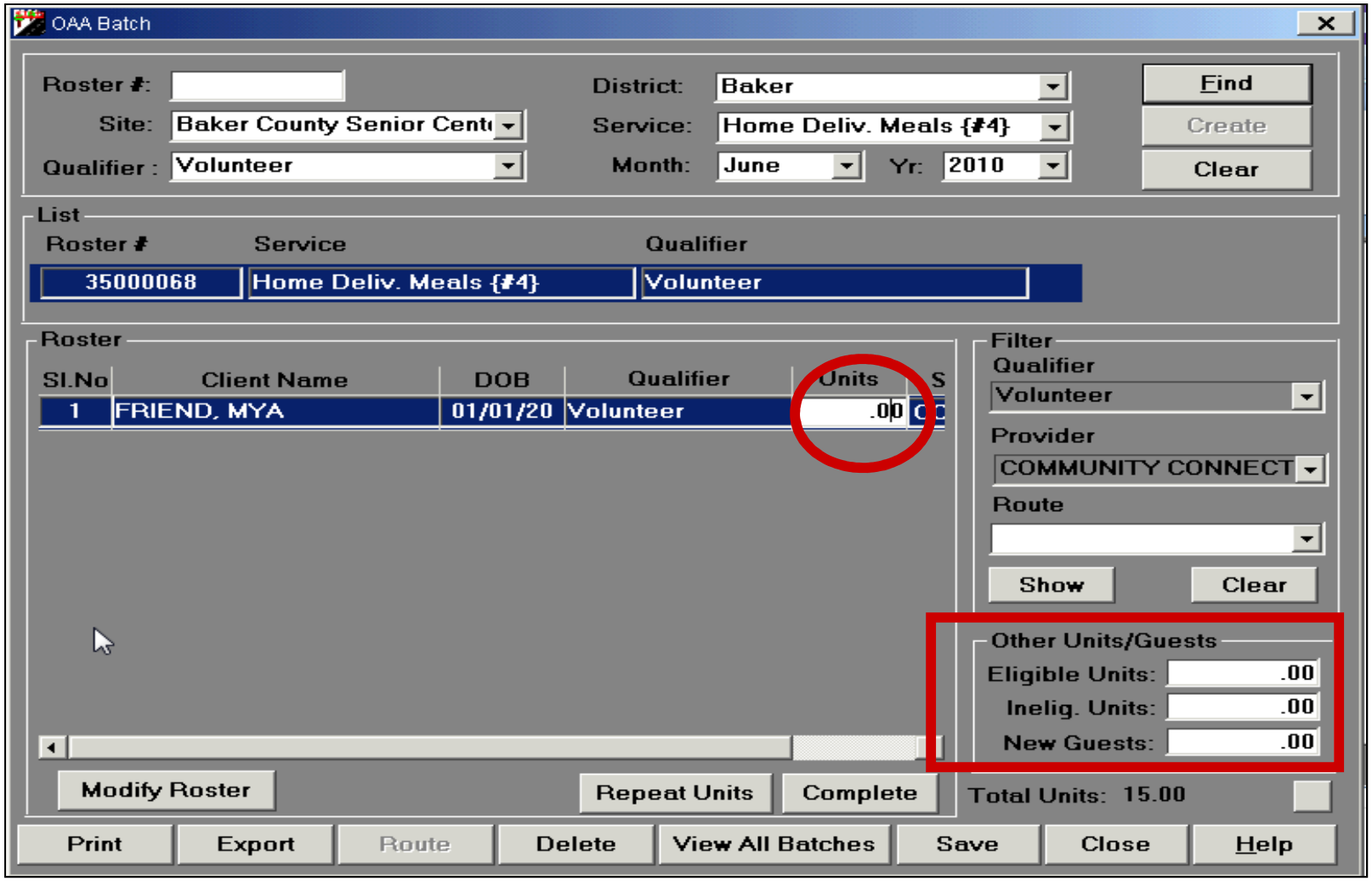
b) We learned how to add a qualifer to an OAA Site (which subsequently adds it to the service criteria in the Provider profile)

c) We learned how to add a service to a client file

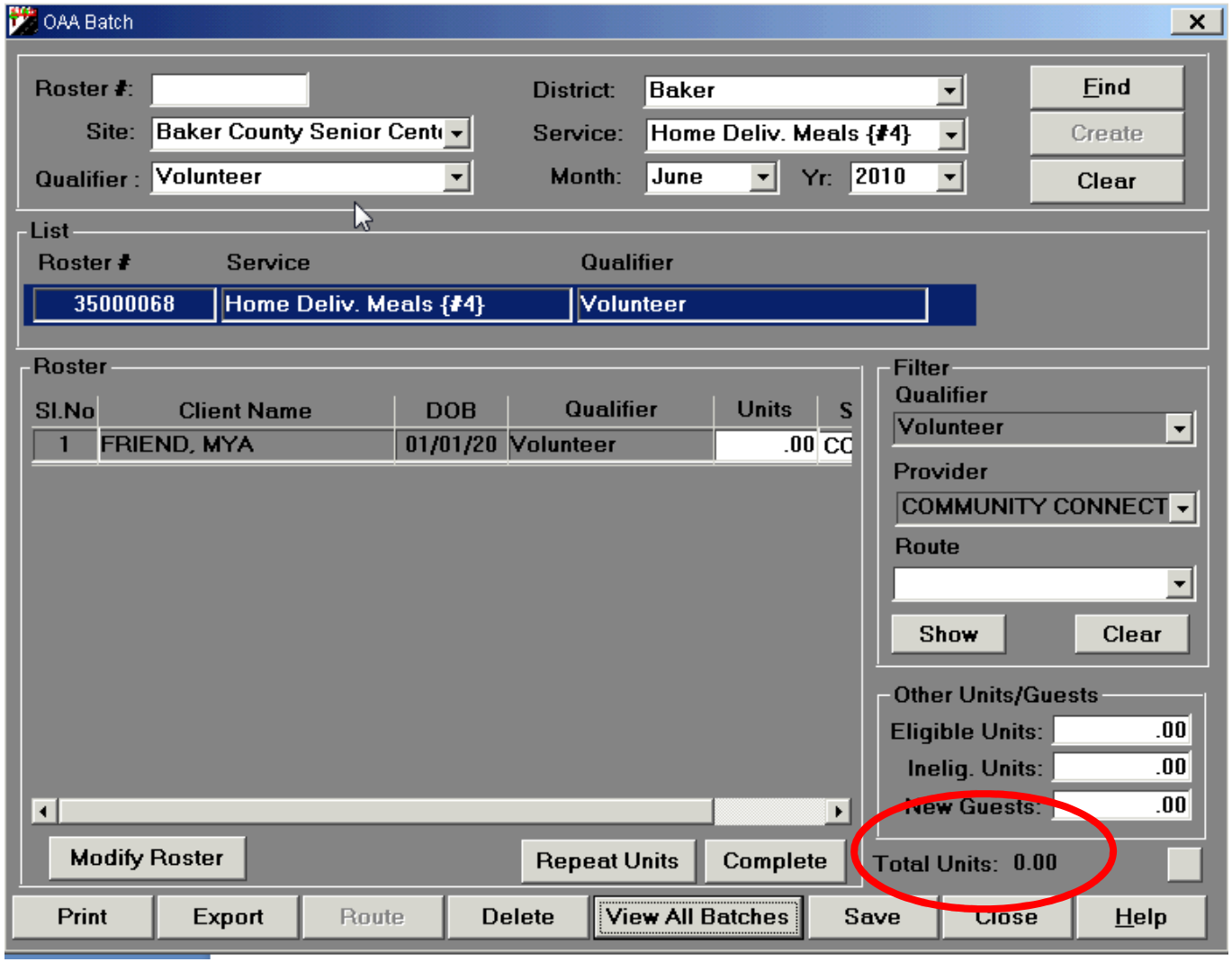
How to delete or modify a Batch



Replace units with or zero (0.00) out if you want to delete the entire Batch. Select “Save”



The altered batch (#35000068) now shows:



What’s left to learn?

Well . . . How about OAA/OPI Service units and how to report them?

The Administration on Aging (AoA) requires reporting of:

a) Registered Service

b) Non-Registered Services

What’s the difference?

Registered Services require reporting client demographics (age, number in household, rural or city dwelling, race, ethnicity, etc….)

Non-Registered Services do not require demographics – just unduplicated client count and units of service.

Here's a glimpse at the federal reporting page the State Unit on Aging prepares annually for submittal to the federal government – it shows all demographics

	Clients Receiving Registered Services*				
	Total*	With Income Below Poverty	Age of Client		
			60-74	75-84	85+
Total Clients					
Total with Age Reported					
Age Missing					
Female					
Male					
Gender Missing					
Rural Clients					
Rural Missing					
Poverty Missing					
Live Alone					
Live Alone Missing					
Clients By Ethnicity					
Hispanic or Latino					
Not Hispanic or Latino					
Ethnicity Missing					
Clients By Race or Ethnicity					
White (Alone) ** – Non-Hispanic					
Total Minorities ***					
White (Alone) - Hispanic					
American Indian or Alaska Native (Alone)					
Asian (Alone)					

Wait! It's not just the previous page but this one too!

For Selected Services	r of Provid ers	AAAs Direct Services Provision	Persons Served	Served at High Nutrition Risk	Units	Expenditure	Expenditure	Income Received				
Cluster 1: Registered Services - Requiring Detailed Client Profile												
1. Personal Care												
2. Homemaker												
3. Chore												
4. Home Delivered Meals												
4a. NSIP Home Delivered Meals*												
5. Adult Day Care/Health												
6. Case Management												
Cluster 2: Registered Services - Requiring Summary Client Profile												
7. Assisted Transportation												
8. Congregate Meals												
8a. NSIP Congregate Meals*												
9. Nutrition Counseling												
Cluster 3: Non-Registered Services – No Client Profile Required												
10. Transportation												
11. Legal Assistance												
12. Nutrition Education												

Foundations of Service Reporting

a) If it is a Registered Service you need to have a completed NAPIS registration and update it annually.

b) If it is a Non-registered Service you still need a completed NAPIS registration and update it annually – however, only the unduplicated client count and service units received will be reported.

Shall we begin? Proceed to next slide

CLUSTER 1 & 2 REGISTERED SERVICES

Requires reporting age, ADL's, IADL's, gender, rural,
income below poverty level, # in household, race and ethnicity.

(Requires a populated Roster)

#5 Adult Day Care/Adult Day Health (1 hour)

#6 Case Management (1 Hour)

#3/3a Chore (1 Hour)

#2/2a Homemaker (1 Hour)

#4 Home-Delivered Meal (1 Meal)

#1/1a Personal Care (1 Hour)

#9 Assisted Transportation (1 One Way Trip)

#7 Congregate Meal (1 Meal)

#8 Nutrition Counseling (1 session per participant)

GROUP 1 CAREGIVER SERVICES

Requires reporting caregivers age, gender, rural, race, ethnicity, relationship to service recipient, unduplicated caregiver count, units of service and when applicable estimated audience counts.

(Requires a populated Roster)

#70-2a/70-2b Caregiver Counseling (1 session per participant)

#30-4 OPI/IIIB Respite Care (1 Hour)

#30-5/30-5a IIIE Respite Care (1 Hour*)

#30-6 Support Groups for Caregivers (1 Session per participant

#30-7/30-7a Supplemental Services (1 activity)

CAREGIVER GROUP 2 SERVICES

Requires reporting unduplicated caregiver count or when applicable – estimated number of caregivers and service units.

(Does not require populated Roster. You may use Guest box)

#16/16a Access Assistance (1 contact)

#70-9/70-9a Caregiver Training (1 Session per participant)

#15/15a Information Services (1 activity)

CLUSTER 3 NON-REGISTERED SERVICES

No client demographics required

(Does not require populated Roster. You may use Guest box)

#13 Information and Assistance (1 Contact)

#11 Legal Assistance (1 hour)

#12 Nutrition Education (1 session per participant)

#14 Outreach (1 Contact)

#10 Transportation (1 One Way Trip)

GROUP 1 CAREGIVER SERVICES

Requires reporting caregivers age, gender, rural, race, ethnicity, relationship to service recipient, unduplicated caregiver count, units of service and when applicable estimated audience counts.

(Requires a populated Roster)

#70-2a/70-2b Caregiver Counseling (1 session per participant)

#30-4 OPI/IIIB Respite Care (1 Hour)

#30-5/30-5a IIIE Respite Care (1 Hour*)

#30-6 Support Groups for Caregivers (1 Session per participant

#30-7/30-7a Supplemental Services (1 activity)

CAREGIVER GROUP 2 SERVICES

Requires reporting unduplicated caregiver count or when applicable – estimated number of caregivers and service units.

(Does not require populated Roster. You may use Guest box)

#16/16a Access Assistance (1 contact)

#70-9/70-9a Caregiver Training (1 Session per participant)

#15/15a Information Services (1 activity)

CLUSTER 3 NON-REGISTERED SERVICES

No client demographics required

(Does not require populated Roster. You may use Guest box)

#13 Information and Assistance (1 Contact)

#11 Legal Assistance (1 hour)

#12 Nutrition Education (1 session per participant)

#14 Outreach (1 Contact)

#10 Transportation (1 One Way Trip)

CLUSTER 3 NON-REGISTERED SERVICES
DISEASE PREVENTION & HEALTH PROMOTION

Requires reporting unduplicated client counts and service units

No demographics required

(Does not require populated Roster. You may use Guest box)

#40-1 Health Nutrition Screening (1 Screening)

#40-2 Exercise/Physical Fitness (1 Session per participant)

#40-3 Wellness Education (1 Session per participant)

#40-9 Medication Management (1 Session per Client)

#40-4 Mental Health Services (1 Hour of service)

#40-8 Registered Nurse Services (1 Hour of Service)

Quiz Time

True or False

1) Services that fall under the category of "Registered Service" require client data.

2) Registered Services require the Roster populated with client names.

OTHER SERVICES

Requires reporting unduplicated client counts and service units.
No demographics required.

(Does not require populated Roster. You may use Guest box)

#30-3 In-Home Volunteers (1 Hour of service)

#30-1 Home Repair/Modification (1 Activity)

#40-5 Health & Medical Equipment (1 Payment)

#50-4 Crime Prevention/Home Safety (1 Activity)

#50-3 Elder Abuse Awareness (1 Activity)

#50-1 Guardianship/Conservatorship (1 Hour)

OTHER SERVICES, continued

(Does not require populated Roster. You may use Guest box)

#50-5 LTC Ombudsman (1 Activity)

#60-5 Interpreting/Translation (1 Hour)

#60-3 Telephone Reassurance (1 Contact)

#60-4 Volunteer Recruitment (1 Placement)

#60-1 Recreation (1 Activity per Participant)

#60-2 Friendly Visiting (1 Visit)

OTHER SERVICES, continued

(Does not require populated Roster. You may use Guest box)

#70-1 Case Monitoring (1 Hour)

#80-4 Financial Assistance (1 Contact)

#80-5 Money Management (1 Hour)

#80-1 Senior Center Assistance (1 Center Served)

#80-7 Housing Assistance (1 Contact)

#90-1 Volunteer Services (1 Hour of service)

OTHER SERVICES, continued

(Does not require populated Roster. You may use Guest box)

#70-5 Newsletter (1 Newsletter Distributed*)

#70-2 Counseling (1 Hour)

#70-8 Private Case Management (1 Hour)

#70-6 Gatekeeper Training (1 Activity)

#70-10 Public Outreach/Education (1 Activity)

#70-4 Geriatric Assessment (1 Assessment)

*Service Unit Notes

#30-5/30-5a: Units of service for overnight institutional respite and overnight summer camps are more appropriately reported by days than hours. Example: Two days of institutional respite is 2 units (not 48 units) and six days at camp equal 6 units instead of 144.

#70-5: Each issue of the newsletter is an activity. The estimated audience size would be the number of persons directly receiving the newsletter plus the estimated number of the bulk copies which are distributed.

GUESS WHAT?
WE HAVE FINISHED!

We've covered all there is to know about reporting your AAA services and units.

Work is constantly underway to improve the OACCESS data base and your suggestions are always welcome!

Please e-mail me (Rhonda) with suggested enhancements.

Technical Assistance Resources

State Unit on Aging website

http://www.oregon.gov/DHS/spwpd/sua/index.shtml

You will find this presentation and others by selecting the *Area Agency on Aging business* link located on the right-side menu

Contacts

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DHS Service Desk

503.945.5623

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Questions?

Comments?

That’s all Folks

Have a splendid day!

Contact me anytime