

PART 3: TITLE III SERVICES

OVERVIEW

Federal Older Americans Act (OAA) regulations (45 CFR § 1321.65(b)(5)) require that the Virginia Department for Aging and Rehabilitative Services (DARS) have policies and procedures regarding Area Agency on Aging (AAA) Area Plan requirements that address the following at a minimum:

The services, including a definition of each type of service; the number of individuals to be served; the type and number of units to be provided; and corresponding expenditures proposed to be provided with funds under the OAA and related local public sources under the AAA Area Plan.

This section is designed to meet the requirements outlined in federal regulations and provide an overview for each projected service the AAA intends to provide. While completing Part 3: Title III Services, refer to the appropriate DARS Service Standards, the Area Plan budget and the information provided in the AAA Area Plan Part 2: Objectives and Strategies.

Unit Type, Total Units, People Served- The unit type as defined in the service standard, number of proposed units to be provided in the plan year and number of proposed people that will be served.

Proposed Expenditure Amount, Funding Source, Match Funding- The proposed expenditure amounts and the funding source for this service and if any of the non-federal funding is being used as Match Funding for federal/OAA funds.

Locality Served- The locations where services will be provided using OAA funds (i.e. cities and/or counties). If a provider is serving all localities, indicate "**ALL**".

Service Provider(s)- The organization/entity actually providing the service whether it be subcontractors or the AAA under an approved Direct Service Waiver.

Entity Type- A service provider that is a For-Profit or Not-For-Profit organization or entity.

Definition of Service- This is a brief general description of the service. This helps explain it to the public who may be unfamiliar with OAA services. The full definition is contained within the DARS Service Standards.

Target Populations- Populations that the AAA will provide services to using OAA funds, with a specific focus on those in Greatest Economic Need (GEN) and Greatest Social Need (GSN). Summarize how the AAA will target OAA services to reach these defined populations (e.g., what action steps or activities will the AAA take to reach individuals with GEN and GSN for the OAA service).

Service Description- A detailed explanation of the service being provided. This includes overall program design and operation, staffing, assessments, program evaluation, monitoring of subcontractors and specifically how the AAA will provide it using OAA funds.

GROUP 1: IN-HOME

Service: Adult Day Center						Direct Service Waiver		
Unit Type	Hours	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-B					
			Title III-E					
			General Fund- OAA General					
			General Fund- Community Based					
			Voluntary Contributions					
			Fees					
			Total Proposed Expenditures					
Locality Served			Service Provider(s)			Entity Type		
<p>Service Definition: Adult Day Centers are community-based programs designed to provide social, recreational, and therapeutic activities for older adults who need assistance with daily activities or have health concerns. These centers offer a safe environment where seniors can receive care and companionship during the day, which may provide respite to family caregivers.</p>								
<p>Target Populations:</p>								

Service Description:

Service Description:

Service Description:

Service Description:

Service: Personal Care						Direct Service Waiver			
Unit Type	Hours	Total Units		People Served			Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding			
			Title III-B						
			Title III-E						
			General Fund- OAA General						
			General Fund- Community Based						
			Voluntary Contributions						
			Fees						
			Total Proposed Expenditures						
Locality Served			Service Provider			Entity Type			
<p>Service Definition: Personal Care services provide assistance with activities of daily living, such as bathing, dressing, grooming, and toileting. This service is designed to help older adults maintain personal hygiene and comfort while promoting dignity and independence. This service can also provide respite to family caregivers.</p>									
<p>Target Populations:</p>									

Service Description:

GROUP 2: ACCESS

Service: Care Coordination					Direct Service Waiver			
Unit Type	Hours	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-B					
			Title III-E					
			General Fund- OAA General					
			General Fund- CCEVP					
			Voluntary Contributions					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		

Service Definition: Care coordination services refer to the process of organizing and managing various healthcare, social, and support services to meet the needs of older individuals and their caregivers, ensuring they receive the right care at the right time. This service is particularly important for older adults who often have multiple chronic conditions, complex health needs, or face challenges in accessing appropriate care. Care coordination is designed to improve the quality of care, reduce duplication of services and enhance the overall well-being of older adults by providing holistic, seamless support.

Target Populations:

Service Description:

Service: Care Transitions						Direct Service Waiver				
Unit Type	Contacts	Total Units		People Served			Yes		No	
Proposed Expenditure Amount			Funding Source				Match Funding			
			Title III-B							
			Title III-D							
			General Fund- OAA General							
			General Fund- CCEVP							
			Voluntary Contributions							
			Total Proposed Expenditures							
Locality Served			Service Provider				Entity Type			
<p>Service Definition: Care transitions refer to the process of moving a patient from one care setting to another, such as from a hospital to home, from a nursing home to outpatient care, or between different healthcare providers. The goal is to ensure continuity of care, minimize the risk of complications, and improve the quality of life during these transitions, especially for older adults who may have complex health conditions. The goal of care transitions is to ensure a smooth, safe, and effective move between different levels or types of care, preventing avoidable hospital readmissions, improving health outcomes, and promoting independence and well-being.</p>										
<p>Target Populations:</p>										

Service Description:

Service: Communication, Referral, Information & Assistance						Direct Service Waiver		
Unit Type	Contacts	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-B					
			Title III-E					
			General Fund- OAA General					
			Voluntary Contributions					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
<p>Service Definition: Communication, Referral, Information and Assistance are activities that provide general information to older individuals, caregivers, or professionals, such as giving contact details for services, informing individuals about appropriate services and connecting them with external resources, and assessing individual service needs and directly linking them to services or supports provided by the agency or subcontractors.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Options Counseling							Direct Service Waiver		
Unit Type	Contacts	Total Units		People Served			Yes		No
Proposed Expenditure Amount			Funding Source				Match Funding		
			Title III-B						
			General Fund- CCEVP						
			Voluntary Contributions						
			Total Proposed Expenditures						
Locality Served			Service Provider				Entity Type		
<p>Service Definition: Options Counseling is an interactive decision-support process that helps individuals make informed choices about long-term services and supports. The individual, or their legal representative, directs the process with the option to include others they choose. The individual remains actively involved throughout the entire Options Counseling process, ensuring their preferences and needs are prioritized in the decision-making.</p>									
<p>Target Populations:</p>									

Service Description:

Service: Transportation						Direct Service Waiver			
Unit Type	1 Way Trip	Total Units		People Served			Yes		No

Proposed Expenditure Amount		Funding Source	Match Funding
		Title III-B	
		Title III-E	
		General Fund- OAA General	
		General Fund- Transportation	
		Voluntary Contributions	
		Fees	
		Total Proposed Expenditures	

Locality Served	Service Provider	Entity Type

Service Definition: Transportation is the provision of a means for individuals to travel from one location to another. This service is available to older individuals who are unable to transport themselves or are unwilling due to safety concerns and lack other means of transportation. The service is focused solely on providing transportation and does not include any additional activities.

Target Populations:

Service Description:

Service: Assisted Transportation						Direct Service Waiver			
Unit Type	1 Way Trip	Total Units		People Served			Yes		No

Proposed Expenditure Amount	Funding Source	Match Funding
	Title III-B	
	Title III-E	
	General Fund- OAA General	
	General Fund- Transportation	
	Voluntary Contributions	
	Fees	
Total Proposed Expenditures		

Locality Served	Service Provider	Entity Type

Service Definition: Assisted Transportation provides older individuals with transportation services that include assistance with boarding, exiting, and traveling to and from destinations. This service is for individuals who need help due to mobility or other physical limitations but lack other means of transportation.

Target Populations:

Service Description:

GROUP 3: LEGAL

Service: Legal Assistance						Direct Service Waiver		
Unit Type	Hours	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-B					
			General Fund- OAA General					
			Voluntary Contributions					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
Type 1: AAA contracts with a Legal Aid Program funded by Legal Services Corporation (LSC) Type 2: AAA contracts with a Legal Aid Program <u>not</u> funded by LSC Type 3: AAA has an attorney on staff Type 4: AAA contracts with a private attorney Type 5: AAA contracts with a Law School Clinical Program								
<p>Service Definition: Legal Assistance provides legal advice and representation to older individuals with economic or social needs. This service can include counseling or support from paralegals or law students under an attorney's supervision, and representation by non-lawyers, where permitted by law. In Virginia, it also includes outreach to those with the greatest social or economic need, as well as education, group presentations, and training aimed at protecting the legal rights of older adults, utilizing materials developed under an attorney's supervision.</p>								
<p>Target Populations:</p>								

Service Description:

GROUP 4: OTHER SERVICES

Service: Assistive Technology/ Durable Medical Equipment (DME)/Personal Emergency Response System (PERS)						Direct Service Waiver		
Unit Type	Devices	Total Units		People Served		Yes		No
	Payments	Total Units		People Served				
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-B					
			Title III-E					
			General Funds- OAA General					
			Voluntary Contributions					
			Fees					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
<p>Service Definition: Assistive Technology/Durable Medical Equipment (DME)/Personal Emergency Response Systems (PERS) provide older individuals with specialized devices and equipment to support their independence, safety, and daily living. This includes assistive technology to enhance communication or mobility, durable medical equipment such as wheelchairs, walkers, or oxygen equipment, and personal emergency response systems (PERS) that allow individuals to request emergency assistance quickly. These services aim to improve the quality of life and ensure the safety of older adults by addressing their physical, mobility, and emergency needs.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Consumable Supplies						Direct Service Waiver			
Unit Type	Payments	Total Units		People Served			Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding			
			Title III-B						
			Title III-E						
			General Funds- OAA General						
			Voluntary Contributions						
			Fees						
			Total Proposed Expenditures						
Locality Served			Service Provider			Entity Type			
<p>Service Definition: Consumable Supplies refers to the provision of essential, disposable items necessary for the health and well-being of older adults. These supplies may include items such as incontinence products, wound care materials, nutritional supplements, and other short-term use products required for daily care and health management. The service ensures that older adults have access to necessary supplies to maintain their independence, comfort, and overall health.</p>									
<p>Target Populations:</p>									

Service Description:

Service: Emergency Services						Direct Service Waiver		
Unit Type	Contacts	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-B					
			General Funds- OAA General			 		
			Voluntary Contributions					
			Fees					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
<p>Service Definition: Emergency Services provides financial aid and resources, including referrals to public and private agencies, to older individuals facing emergency situations that threaten their health or well-being. The program offers immediate, short-term assistance to help access necessary resources during emergencies.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Title III Employment Services					Direct Service Waiver			
Unit Type	Hours	Total Units		People Served		Yes		No
Proposed Expenditure Amount		Funding Source			Match Funding			
				Title III-B				
				General Funds- OAA General				
				Voluntary Contributions				
				Fees				
Total Proposed Expenditures								
Locality Served		Service Provider			Entity Type			
<p>Service Definition: Employment services assist older individuals obtain part-time or full-time employment opportunities. The service provides comprehensive support, from assessing individual needs to preparing for job placement, ensuring that older individuals are equipped with the skills and knowledge to successfully navigate the job market.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Medication Management						Direct Service Waiver			
Unit Type	Hours	Total Units		People Served			Yes		No
Proposed Expenditure Amount			Funding Source				Match Funding		
			Title III-B						
			General Funds- OAA General						
			Voluntary Contributions						
			Fees						
			Total Proposed Expenditures						
Locality Served			Service Provider				Entity Type		
<p>Service Definition: Medication Management Services provide support to older individuals in safely and effectively managing their medications. This includes education on the proper use of prescription, over-the-counter (OTC), and herbal medications, as well as the use of devices like pill boxes or timers to ensure adherence to prescribed regimens. The service also involves medication screening, where individuals may be referred to a physician or pharmacist for personalized advice or assistance. Additionally, medication education materials such as brochures and videos are provided to inform older adults about potential side effects, risks of medication interactions, and best practices for medication use.</p>									
<p>Target Populations:</p>									

Service Description:

Service: Money Management							Direct Service Waiver		
Unit Type	Hours	Total Units		People Served			Yes		No
Proposed Expenditure Amount									
			Funding Source				Match Funding		
			Title III-B						
			General Funds- OAA General						
			General Funds- Community Based						
			Voluntary Contributions						
			Fees						
			Total Proposed Expenditures						
Locality Served									
			Service Provider				Entity Type		
<p>Service Definition: Money Management services help eligible older adults make decisions and complete tasks necessary to manage their daily finances. The goal is to enable older adults to stay financially stable, maintain independence, and protect their rights and well-being.</p>									
<p>Target Populations:</p>									

Service Description:

Service: Outreach/Public Information and Education						Direct Service Waiver		
Unit Type	Contacts	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-B					
			Title III-E					
			General Funds- OAA General					
			Voluntary Contributions					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
<p>Service Definition: Outreach/Public Information and Education provides information to older adults and the public about available programs, services, and resources for older adults and their caregivers. This includes reaching out to groups of older adults that may or may not be receiving services. The service may also involve creating special campaigns to raise awareness about issues and benefits important to older people.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Residential Repair and Renovation						Direct Service Waiver			
Unit Type	Homes Repaired	Total Units		People Served			Yes		No
Proposed Expenditure Amount						Funding Source		Match Funding	
						Title III-B			
						Title III-E			
						General Funds- OAA General			
						Voluntary Contributions			
						Fees			
						Total Proposed Expenditures			
Locality Served						Service Provider		Entity Type	
Service Definition: Residential Repair and Renovation services offer home repairs and maintenance to older adults which helps seniors maintain their homes according to minimum housing standards or adapt their homes to better meet their needs. The service covers essential repairs and modifications to ensure the health and safety. This includes structural repairs, electrical and plumbing work, weatherization, accessibility and security modifications, as well as yard work and home maintenance tasks critical for wellbeing.									
Target Populations:									

Service Description:

Service: Socialization and Recreation							Direct Service Waiver		
Unit Type	Hours	Total Units		People Served			Yes		No
Proposed Expenditure Amount									
							Funding Source		Match Funding
							Title III-B		
							General Funds- OAA General		
							Voluntary Contributions		
							Fees		
							Total Proposed Expenditures		
Locality Served									
					Service Provider			Entity Type	
<p>Service Definition: Socialization and Recreation services provide opportunities for older adults to engage in activities that promote social interaction, mental stimulation, and physical well-being. These services aim to reduce isolation, encourage community involvement, and enhance the quality of life by offering recreational programs, social gatherings, and other engaging activities tailored to the interests and abilities of older individuals. The goal is to support emotional health, foster connections with peers, and encourage active living.</p>									
<p>Target Populations:</p>									

Service Description:

Service: Volunteer Program					Direct Service Waiver		
Unit Type	Hours	Total Units		People Served		Yes	No
Proposed Expenditure Amount			Funding Source		Match Funding		
			Title III-B				
			General Funds- OAA General				
			Voluntary Contributions				
			Fees				
			Total Proposed Expenditures				
Locality Served		Service Provider			Entity Type		
<p>Service Definition: The Volunteer Program connects seniors with meaningful volunteer opportunities. The service includes informing the community about the need for volunteers, developing meaningful opportunities, and match older adults with suitable volunteer placements. The goal is to provide older adults with opportunities to contribute to their community while enhancing their sense of purpose and social engagement.</p>							
<p>Target Populations:</p>							

Service Description:

GROUP 5: NUTRITION

Service: Congregate Nutrition						Direct Service Waiver			
Unit Type	Meals	Total Units		People Served			Yes		No
Proposed Expenditure Amount		Funding Source				Match Funding			
		Title III-C(1)							
		Title III-E							
		NSIP							
		General Funds- OAA General							
		General Funds- Supplemental Nutrition							
		Voluntary Contributions							
		Total Proposed Expenditures							
Locality Served		Service Provider				Entity Type			
Total Congregate Meal Sites:									
<p>Service Definition: Congregate nutrition services provide nutritious meals to older adults at senior centers or other group settings, ensuring that meals meet the latest dietary guidelines. These meals are designed to support the health and well-being of older adults, with adjustments made for any special dietary needs. In addition to providing balanced nutrition, congregate nutrition sites offer opportunities for socialization and recreation, helping to reduce isolation and foster a sense of community.</p>									
<p>Target Populations:</p>									
Does the AAA provide emergency meals, in the event of unexpected closure of a congregate site?									
	Yes		No	If yes, ensure completion of the Grab and Go service pages.					

Meal Preparation and Service:

Efforts to provide innovative/modernized congregate nutrition services:

Nutrition Assessments, Referral and Screening Information:

Program Evaluation for Effectiveness:

Vendors or Subcontractor Monitoring Process and Frequency:

Service Description:

Nutrition Site Information:

	Site Name and Street Address	City or County of Site	Days and Hours of Operation	Food Provider
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				

14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				
26				
27				

Service: Grab and Go Nutrition

Title III Funding Source:

	Title III-C(1)	Title III-C(2)
--	-----------------------	-----------------------

Grab and Go Nutrition funded with Title III-C(1) can be provided (check the applicable scenarios):

	(A) During disaster or emergency situations affecting the provision of nutrition services and
--	---

	(B) To older individuals who have an occasional need for such meal
--	--

Title III Funding Source:

For Grab and Go Nutrition funded with Title III-C(2) only, address Grab and Go in the Home Delivered Nutrition service page. **For Title III-C(1) funded Grab and Go Nutrition:**

Address how Grab and Go will enhance and not diminish the congregate meals program. Describe how the agency will monitor the impact on Congregate Nutrition. Provide detailed evidence based on current participant data and program projections:

Target Populations:

Eligibility Criteria:

Address how the AAA consulted with nutrition and direct service providers, interested parties and the general public on the need for Title III-C(1) Grab and Go:

Service Implementation:

Service: Home Delivered Nutrition						Direct Service Waiver			
Unit Type	Meals	Total Units		People Served		Yes		No	
Proposed Expenditure Amount			Funding Source			Match Funding			
			Title III-C(2)						
			Title III-E						
			NSIP						
			General Funds- OAA General						
			General Funds- Home Delivered Meals						
			General Funds- Supplemental Nutrition						
			Voluntary Contributions						
			Total Proposed Expenditures						
Locality Served			Service Provider			Entity Type			
<p>Service Definition: Home Delivered Meals provide eligible clients with nutritious, balanced meals delivered directly to their homes. Meals comply with the latest dietary guidelines. The service accommodates special dietary needs and ensures food safety in handling, preparation, and delivery. This service is intended for homebound individuals who are unable to leave home and attend social activities and does not have access to proper nutrition and transportation.</p>									
<p>Target Populations:</p>									
<p>Types of Home Delivered Meals Served (check all that apply):</p>									
	Frozen		Chilled		Shelf Stable		Hot	Other:	

Meal Preparation and Delivery:

Emergency Meal Provision- Type and Frequency:

Nutrition Assessments, Referral and Screening Information:

Program Evaluation of Effectiveness:

Vendor or Subcontractor Monitoring Process and Frequency:

Service Description:

HOME DELIVERED MEALS INFREQUENT DELIVERY WAIVER

Section 336 of the Older American Act establishes “nutrition projects for older individuals that provide—on 5 or more days a week (except in rural areas where such a frequency is not feasible and a lesser frequency is approved by the State agency) at least 1 home delivered meal per day, which may consist of hot, cold, frozen, dried, canned, or fresh foods and, as appropriate, supplemental foods and any additional meals that [the Area Agency on Aging] elects to provide.”

An essential component of the Home Delivered Meal (HDM) program is the social interaction and well-being check that naturally occurs during meal delivery. Within the broader aging network, there are concerns that this vital aspect of the HDM program may be lost when bulk meals are delivered less frequently, particularly in rural areas where participants are often isolated or vulnerable, and/or they may lack other sources of contact. Further, there is also a concern that commercial carriers, like FedEx or UPS, whose primary focus is on package delivery, are not designed to address the social, safety, nutritional, or functional needs of HDM participants. While there are financial constraints that also impact HDM programs, especially in rural areas, commercial delivery of home delivered meals should really only be reserved for the small percentage of participants who are geographically isolated and cannot be reached by regular HDM routes, if applicable.

Not all Area Agencies on Aging (AAAs) are eligible to request a Home Delivered Meals Infrequent Delivery (HDM-ID) Waiver. Agencies eligible to request a HDM-ID Waiver must have at least 50 percent or more of the localities within their planning and service area (PSA) defined as “rural” using the same definition provided in the State Plan for Aging Services Intrastate Funding Formula (IFF).

Eligible AAAs that deliver meals less than weekly to 25 percent or more of their total HDM participants due to feasibility constraints must, in cooperation with any service provider(s), develop and submit a HDM-ID Waiver for DARS review and approval through the Area Plan.

The HDM-ID Waiver must be submitted for review and approval prior to the AAA reducing their delivery frequency to less than weekly and must be updated when significant changes are made to the Area Plan.

Waiver Validity and Expiration: Provided there are no concerns with an AAA’s implementation of an approved HDM-ID Waiver, DARS will consider approved HDM-ID Waivers to be valid for the duration of the Area Plan Cycle. Annually, DARS will review rural locality designations during the IFF process to determine if an AAA with an existing HDM-ID Waiver will need to submit a HDM-ID Transition Plan to discontinue its HDM-ID program prior to the start of the next Area Plan Cycle. AAAs that lose their rural qualification for a HDM-ID Waiver in Year 4 of an Area Plan Cycle will have 1 additional FFY (i.e., Year 1 of the new Area Plan Cycle) to continue operating its HDM-ID program, however, the AAA must be in compliance with the HDM requirements by Year 2 of the new Area Plan Cycle.

Describe the AAA's plan for contact of socially isolated and vulnerable HDM-ID participants:

How will the AAA provide access to Nutrition Education and Nutrition Counseling for these participants?

Describe how the AAA will monitor and evaluate the success of HDM-ID implementation. For Waiver Renewals, please also include a summary of the outcomes of the existing HDM-ID implementation for the current or prior Area Plan Cycle.

For New HDM-ID Waiver Requests or for Renewals of HDM-ID Waiver Requests at the Start of a New Area Plan Cycle: Separately, the AAA should also submit to DARS for review the following documents:

- HDM-ID Plan
- AAA Registered Dietitian Nutrient Analysis/Meal Pattern documentation
- Governing Board and Advisory Council Approved HDM-ID Policy or Minutes from the Governing Board and Advisory Council Meetings that Outlined the HDM-ID Policy
- Current Food Vendor Contract/Agreement (for Renewals of HDM-ID Waivers)
- Commercial Package Delivery Procedures (if applicable)

Registered Dietitian Information			
Total Number of Hours Worked			Full-time Employee
	Hours per week or		Part-time Employee
	Hours per month		Contractor/Consultant

Service: Nutrition Counseling						Direct Service Waiver		
Unit Type	Hours	Total Units		People Served		Yes		No
Proposed Expenditure Amount		Funding Source				Match Funding		
		Title III-C(1)						
		Title III-C(2)						
		General Funds- OAA General						
		General Funds- Supplemental Nutrition						
		Fees						
		Total Proposed Expenditures						
Locality Served		Service Provider				Entity Type		

Service Definition: Nutrition Counseling is a personalized, evidence-based service designed to assess, educate, and support older adults, who are at nutritional risk due to factors such as health or nutrition history, dietary intake, chronic illnesses, or medication use. Provided one-on-one by a registered dietitian, this service addresses the unique dietary needs, health conditions, and lifestyle considerations of older adults.

Target Populations:

Staff Qualifications for Service Delivery:

Screening & Assessment:

Program Evaluation:

Service Description:

Service: Nutrition Education						Direct Service Waiver				
Unit Type	Sessions	Total Units		People Served			Yes		No	
Proposed Expenditure Amount			Funding Source				Match Funding			
			Title III-C(1)							
			Title III-C(2)							
			General Funds- OAA General							
			General Funds- Supplemental Nutrition							
			Fees							
			Total Proposed Expenditures							
Locality Served			Service Provider				Entity Type			
<p>Service Definition: Nutrition education is a program aimed at promoting better health and well-being by providing accurate, culturally sensitive information and instruction on nutrition, physical fitness, and overall health. This service is offered to older adults, caregivers, or both, in either group or individual settings, and is overseen by a registered dietitian or an individual with comparable expertise. The program focuses on reducing hunger, food insecurity, and malnutrition, while encouraging socialization and helping to delay the onset of adverse health conditions.</p>										
<p>Target Populations:</p>										
<p>Staff Qualifications for Service Delivery:</p>										

Frequency of Service for both Congregate and Home Delivered Participants:

Annual Education Plan Accommodations for Older Adult Learners:

Program Evaluation:

Service Description:

GROUP 6: DISEASE PREVENTION/HEALTH PROMOTION

Service: Disease Prevention/Health Promotion						Direct Service Waiver		
Unit Type	Sessions	Total Units		People Served		Yes		No
Proposed Expenditure Amount								
			Funding Source			Match Funding		
			Title III-B					
			Title III-D					
			General Funds- OAA General					
			Voluntary Contributions					
			Fees					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
<p>Service Definition: Disease Prevention/Health Promotion programs use evidence-based strategies to enhance health, prevent disease, and improve quality of life in aging populations. These programs are designed to address the unique health challenges faced by older adults, such as chronic diseases, mobility issues, and mental health concerns, by promoting healthier behaviors, increasing physical activity, improving nutrition, and encouraging social engagement.</p>								
<p>Target Populations:</p>								
<p>List the specific evidence-based services provided:</p>								

Program Staffing:

Service Locations:

Participation Tracking:

Screening:

Assessments:

Service Description:

Service: Health Education and Screening						Direct Service Waiver			
Unit Type	Hours	Total Units		People Served			Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding			
			Title III-B						
			General Funds- OAA General						
			Voluntary Contributions						
			Fees						
			Total Proposed Expenditures						
Locality Served			Service Provider			Entity Type			
<p>Service Definition: Health Education and Screening services are designed to promote the well-being of older adults by providing essential information and assessments to support their health needs. Health education offers targeted information or materials on age-related diseases, chronic conditions, prevention, self-care, and independence, focusing on prevention, diagnosis, treatment, and rehabilitation. Health screening services include comprehensive assessments to determine an individual's current health status, aiming to detect or prevent common illnesses in older adults. These services may also include counseling, follow-up, and referrals to ensure optimal care and support for the individual's health and wellness.</p>									
<p>Target Populations:</p>									

Service Description:

GROUP 7: NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM: ADDITIONAL SERVICES

Service: Individual Counseling						Direct Service Waiver		
Unit Type	Hours	Total Units		People Served		Yes		No
Proposed Expenditure Amount		Funding Source				Match Funding		
		Title III-E						
		General Funds- OAA General				;		
		Voluntary Contributions						
		Total Proposed Expenditures						
Locality Served		Service Provider				Entity Type		
<p>Service Definition: Individual counseling provides personalized support to individuals caring for older relatives. This service offers guidance on managing caregiving stress, preventing burnout, improving communication with the care recipient, and accessing resources. Delivered by a trained professional, it aims to enhance caregiver well-being and resilience, helping them balance their own needs with those of the person they care for.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Support Groups						Direct Service Waiver		
Unit Type	Sessions	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-E					
			General Funds- OAA General					
			Voluntary Contributions					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
<p>Service Definition: Support Groups provide a supportive environment for caregivers to connect, share experiences, and receive emotional support. Facilitated by a trained professional, these groups offer a space to discuss caregiving challenges, share coping strategies, and gain practical advice from others in similar situations. The goal is to reduce caregiver stress, prevent burnout, and promote emotional well-being through peer support and community resources.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Caregiver Training					Direct Service Waiver		
Unit Type	Hours	Total Units		People Served		Yes	No
Proposed Expenditure Amount			Funding Source			Match Funding	
			Title III-E				
			General Funds- OAA General				
			Voluntary Contributions				
			Total Proposed Expenditures				
Locality Served			Service Provider			Entity Type	
<p>Service Definition: Caregiver Training provides caregivers with the knowledge and skills needed to deliver effective care. This service covers essential topics such as managing medical conditions, assisting with daily activities, understanding safety protocols, communication techniques, and coping with the emotional challenges of caregiving. Delivered by healthcare professionals or trained instructors, the training aims to enhance the caregiver’s confidence, competency, and ability to provide high-quality care while promoting their own well-being.</p>							
<p>Target Populations:</p>							

Service Description:

Service: Respite Voucher					Direct Service Waiver		
Unit Type	Vouchers	Total Units		People Served		Yes	No
Proposed Expenditure Amount					Funding Source		Match Funding
					Title III-E		
					General Funds- OAA General		
					General Funds- Community Based		
					Voluntary Contributions		
					Fees		
					Total Proposed Expenditures		
Locality Served					Service Provider		Entity Type
<p>Service Definition: A Respite Voucher is designed to provide temporary relief to caregivers by providing the opportunity to take a break from their caregiving duties by providing financial assistance or vouchers that can be used to pay for respite care services.</p>							
<p>Target Populations:</p>							

Service Description:

Service: Institutional Respite						Direct Service Waiver		
Unit Type	Hours	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-E					
			General Funds- OAA General					
			General Funds- Community Based					
			Voluntary Contributions					
			Fees					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
<p>Service Definition: Institutional Respite is a type of respite care that is provided in a specialized facility or institution, rather than in the home or community setting. This form of respite care allows caregivers to temporarily place their loved one in a residential care facility where trained staff provide supervision, assistance with daily activities, and healthcare support. The facility may be a nursing home or a dedicated respite care facility.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Other (Respite Services)						Direct Service Waiver		
Unit Type		Total Units		People Served		Yes		No
Proposed Expenditure Amount								
		Funding Source				Match Funding		
		Title III-E						
		General Funds- OAA General						
		General Funds- Community Based						
		Voluntary Contributions						
		Fees						
		Total Proposed Expenditures						
Locality Served								
			Service Provider			Entity Type		
<p>Service Definition: A respite service that does not fall into the previously defined respite service categories. This includes non-traditional services that provide relief or are respite specific to an individual caregiver's situation.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Financial Consultation						Direct Service Waiver			
Unit Type	Hours	Total Units		People Served			Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding			
			Title III-E						
			General Funds- OAA General						
			Voluntary Contributions						
			Fees						
			Total Proposed Expenditures						
Locality Served			Service Provider			Entity Type			
<p>Service Definition: Financial consultation offers expert guidance in managing the financial aspects of caregiving, including budgeting, long-term care costs, insurance options, and estate planning. The service helps caregivers navigate complex financial decisions, alleviate financial stress, and secure their financial future while ensuring the well-being of their loved ones. It includes support with healthcare expenses, tax planning, and understanding financial assistance programs. The goal is to empower caregivers to make informed, sustainable financial choices as they manage caregiving responsibilities.</p>									
<p>Target Populations:</p>									
<p>Service Description:</p>									

Service: Direct Payments						Direct Service Waiver		
Unit Type	Payments	Total Units		People Served		Yes		No
Proposed Expenditure Amount			Funding Source			Match Funding		
			Title III-E					
			General Funds- OAA General					
			General Funds- Community Based					
			Voluntary Contributions					
			Total Proposed Expenditures					
Locality Served			Service Provider			Entity Type		
<p>Service Definition: Direct Payments are used for programs are services that are outside of traditional OAA services. It may be paid in cash or by voucher.</p>								
<p>Target Populations:</p>								

Service Description:

Service: Other Supplemental Services						Direct Service Waiver		
Unit Type		Total Units		People Served		Yes		No
Proposed Expenditure Amount								
			Funding Source			Match Funding		
			Title III-E					
			General Funds- OAA General					
			General Funds- Community Based					
			Voluntary Contributions					
			Fees					
			Total Proposed Expenditures					
Locality Served								
			Service Provider			Entity Type		
<p>Service Definition: Other Supplemental Services include gap filling services provided to caregivers on a limited basis to compliment care provided by caregivers.</p>								
<p>Target Populations:</p>								

Service Description:

PART 4: TITLE VII SERVICES

GROUP 8: ELDER ABUSE PREVENTION

Forego completion of this page if all Title VII- Elder Abuse Prevention funding is budgeted for the Long-Term Care Ombudsman Program. If all Title VII- Elder Abuse Prevention funds are used for the Long-Term Care Ombudsman Program, complete the service page in Group 9: Long-Term Care Ombudsman.

Service: Elder Abuse Prevention					
Unit Type	Contacts	Total Units		People Served	
Proposed Expenditure Amount			Funding Source		
			Title III-B		
			Title VII- Elder Abuse Prevention		
			General Funds- OAA General		
			Voluntary Contributions		
			Total Proposed Expenditures		
Locality Served		Service Provider		Entity Type	
<p>Service Definition: Elder Abuse Prevention aims to protect older adults from abuse, neglect, and exploitation through education, early intervention, and support. These services include raising awareness, providing counseling, safety assessments, and facilitating community partnerships to ensure a coordinated response.</p>					
<p>Target Populations:</p>					

Service Description:

GROUP 9: LONG-TERM CARE OMBUDSMAN

Service: Long-Term Care Ombudsman Program	
Service Details (Indicate how the AAA ensures ombudsman coverage):	
<input type="checkbox"/>	The AAA operates this service for this PSA only.
<input type="checkbox"/>	The AAA arranges for another AAA to provide this service for this jurisdiction. <i>(If this is the case, forego the remainder of this service page after naming the AAA below.)</i>
Identify the other AAA contracted to provide this service:	
<input type="checkbox"/>	The AAA provides this service for one or more other PSAs.
Identify the other PSA(s) for which the agency provides this service:	
Proposed Expenditure Amount	Funding Source
	Title III-B
	Title VII- Elder Abuse Prevention
	Title VII-Long-term Care Ombudsman
	General Funds- OAA General
	General Funds- Ombudsman
	Dept. of Medical Asst. Services (DMAS) Ombudsman
	Supplemental Local or Regional Funding
	Total Proposed Expenditures
<p>In compliance with Section 306(a)(9) of the OAA, in the upcoming program year the Area Agency on Aging must expend on the Ombudsman program not less than the total amount of Title III (Section 304 (d)(1)(D) and Title VII funds expended FFY 2019.</p>	
Check this box to attest that the above statement is true:	
<input type="checkbox"/>	<input type="checkbox"/>
<p>Service Definition: The Office of the State Long-Term Care Ombudsman Program oversees a network of local program representatives that advocate for long term care recipients across multiple settings. These trained advocates work at the community (PSA) level to protect the health, safety, welfare and rights of long-term care recipients. Program representatives investigate and resolve complaints for individuals who reside in nursing facilities and assisted living facilities, and other settings where they receive community based long term services and supports. In addition, Ombudsman representatives provide information and guidance to help individuals access needed services, understand their rights, and navigate the long-term care system.</p>	
<p>Eligible Populations: Residents of long-term care facilities. (OAA Section 711(6)); individuals who receive home and community based long-term care services through adult day centers, home care organizations, hospice providers, DBHDS, area agencies on aging and any other non-profit or proprietary agencies (Code of Virginia, § 51.5-182).</p>	
Number of long-term care beds:	
Number of assigned staff to program:	
% FTE per each staff person assigned:	

Volunteer Recruitment and Management (if applicable):

All host entities (AAAs) providing Ombudsman Program services are required to carry out specific duties (set forth in 45 CFR Part 1324 (Subpart A § 1324.17-19), which include ensuring access to conflict-free ombudsman program services; providing consumers with information and assistance regarding long-term care; investigating and resolving long-term care complaints; and appropriately documenting program activities.

In regard to these required program duties, describe 3 primary (specific) goals for your ombudsman activities this year:

PART 5: STATE GENERAL FUND SERVICES

Service: State Funded Home Delivered Nutrition					
Unit Type	Meals	Total Units		People Served	
Proposed Expenditure Amount		Funding Source			
		General Funds- Home Delivered Meals			
		General Funds- Supplemental Nutrition			
		Fees			
		Total Proposed Expenditures			
Locality Served		Service Provider		Entity Type	
<p>The AAA acknowledges that this service requires the use of a sliding fee scale and cannot utilize any OAA or NSIP funding to support this service.</p>					
<p>Service Definition: Home Delivered Meals provide eligible clients with nutritious, balanced meals delivered directly to their homes. Meals comply with the latest dietary guidelines. The service accommodates special dietary needs and ensures food safety in handling, preparation, and delivery. This service is intended for homebound individuals who are unable to leave home and attend social activities and does not have access to proper nutrition and transportation.</p>					
<p>Target Populations:</p>					
<p>Types of Home Delivered Meals Served (check all that apply):</p>					
<input type="checkbox"/>	Frozen	<input type="checkbox"/>	Chilled	<input type="checkbox"/>	Shelf Stable
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Hot
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	Other:

Service Description:

CARE COORDINATION FOR ELDERLY VIRGINIANS PROGRAM

Only complete this page if no Title III funding is budgeted for Care Coordination. If Title III funding is used, complete the Care Coordination service page under Group 2: Access instead.

Service: Service Coordination Level 2					
Unit Type	Hours	Total Units		People Served	
Proposed Expenditure Amount		Funding Source		Match Funding	
		General Fund- OAA General			
		General Fund- CCEVP			
		Voluntary Contributions			
		Total Proposed Expenditures			
Locality Served		Service Provider		Entity Type	
<p>Service Definition: Care coordination services refer to the process of organizing and managing various healthcare, social, and support services to meet the needs of older individuals and their caregivers, ensuring they receive the right care at the right time. This service is particularly important for older adults who often have multiple chronic conditions, complex health needs, or face challenges in accessing appropriate care. Care coordination is designed to improve the quality of care, reduce duplication of services and enhance the overall well-being of older adults by providing holistic, seamless support.</p>					
<p>Target Populations:</p>					

Service Description:

Service: Service Coordination Level 1				
Unit Type	Hours	Total Units		People Served
Proposed Expenditure Amount		Funding Source		
		General Fund- OAA General		
		General Fund- CCEVP		
		Voluntary Contributions		
		Fees		
		Total Proposed Expenditures		
Locality Served		Service Provider		Entity Type
This service requires the use of a sliding fee scale				
<p>Service Definition: Care coordination services refer to the process of organizing and managing various healthcare, social, and support services to meet the needs of older individuals and their caregivers, ensuring they receive the right care at the right time. This service is particularly important for older adults who often have multiple chronic conditions, complex health needs, or face challenges in accessing appropriate care. Care coordination is designed to improve the quality of care, reduce duplication of services and enhance the overall well-being of older adults by providing holistic, seamless support.</p>				
<p>Target Populations:</p>				

Service Description:

Service: Senior Outreach to Services (SOS)				
Unit Type	Referrals	Total Units		People Served
Proposed Expenditure Amount		Funding Source		
		General Fund- CCEVP		
		Voluntary Contributions		
		Total Proposed Expenditures		
Locality Served		Service Provider		Entity Type
<p>Service Definition: Senior Outreach to Services (S.O.S.) is a service coordination model designed to provide mobile, short-term interventions that connect seniors to community-based supports and services. Through proactive outreach and assistance, seniors are reached and offered a face-to-face interview to assess their needs and identify available services to help them live independently in the community.</p>				
<p>Target Populations:</p>				

Service Description:

Only complete this page if no Title III funding is budgeted for Options Counseling. If Title III funding is used, complete the Option Counseling Service page under Group 2: Access instead.

Service: Person-Centered Options Counseling				
Unit Type	Hours	Total Units		People Served
Proposed Expenditure Amount		Funding Source		Match Funding
		General Fund- OAA General		
		General Fund- CCEVP		
		Voluntary Contributions		
		Total Proposed Expenditures		
Locality Served		Service Provider		Entity Type
<p>Service Definition: Person-Centered Options Counseling is an interactive decision-support process that helps individuals make informed choices about long-term services and supports. The individual, or their legal representative, directs the process with the option to include others they choose. The individual remains actively involved throughout the entire Options Counseling process, ensuring their preferences and needs are prioritized in the decision-making.</p>				
<p>Target Populations:</p>				

Service Description:

Only complete this page if no Title III funding is budgeted for Care Transitions. If Title III funding is used, complete the Care Transitions Service page under Group 2: Access instead.

Service: Care Transitions			
Unit Type	Contacts	Total Units	People Served
Proposed Expenditure Amount		Funding Source	
		General Fund- OAA General	
		General Fund- CCEVP	
		Voluntary Contributions	
		Total Proposed Expenditures	
Locality Served		Service Provider	
<p>Service Definition: Care transitions refer to the process of moving a patient from one care setting to another, such as from a hospital to home, from a nursing home to outpatient care, or between different healthcare providers. The goal is to ensure continuity of care, minimize the risk of complications, and improve the quality of life during these transitions, especially for older adults who may have complex health conditions. The goal of care transitions is to ensure a smooth, safe, and effective move between different levels or types of care, preventing avoidable hospital readmissions, improving health outcomes, and promoting independence and well-being.</p>			
<p>Target Populations:</p>			

Service Description:

PART 6: OTHER AAA SERVICES

Service:			
Unit Type		Total Units	People Served
Proposed Expenditure Amount		Funding Source	
		Total Proposed Expenditures	
Locality Served		Service Provider	Entity Type
Service Definition:			
Eligible Populations:			
Service Description:			

Service:				
Unit Type		Total Units		People Served
Proposed Expenditure Amount				
		Funding Source		
		Total Proposed Expenditures		
Locality Served				
		Service Provider		Entity Type
Service Definition:				
Eligible Populations:				
Service Description:				