

# Notice of Instruction

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West Central Florida  
Area Agency on Aging, Inc.



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**Notice of Instruction Number:** 070512-DOEA Programs and Services Handbook-kp

**TO:** All Provider Agencies

**FROM:** Katie Parkinson, Director of Program Management

**DATE:** July 05, 2012

**SUBJECT:** Updated 2012 DOEA Programs and Services Handbook

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The purpose of this Notice is to provide the updated 2012 Department of Elder Affairs *Programs and Services Handbook (Handbook)*. A summary of major changes to the Handbook is attached.

The updated *Handbook* has been posted on the WCFAAA website. Click on the following link for access:

<http://www.agingflorida.net/resources/Program%20Documents/2012%20DOEA%20Program%20Handbook/>

Thank you for your cooperation and assistance in implementing the updated *Handbook*. Please be sure to review the updates to the Handbook and contact your WCFAAA program manager with any questions.

Attachment

DOEA PROGRAM AND SERVICES HANDBOOK  
2012 UPDATE  
SUMMARY OF MAJOR CHANGES

Location	Page #	Summary of Major Changes	
<b>General</b>		<p>Recent notices of instruction, clarification or policy have been incorporated.</p> <p>Updates for agency and programs names have been incorporated (i.e. References to Department of Community Affairs changed to Department of Economic Opportunity; Assisted Living for the Frail Elderly changed to Assisted Living Waiver).</p> <p>The Department of Elder Affairs' mission statement was revised.</p> <p>Removed Release of Information references and form was removed.</p>	
	Chapter 1	Page 43	Preparation of the Multi-year Area Plan: Adequate Notice for public hearings in preparation of the multi-year area plan was updated.
	Chapter 2		Chapter 2 was renamed to Intake, Screening, Prioritization, Assessment and Case Management.
			Reorganized the chapter
Page 4		Legal Basis and Specific Legal Authority section was updated to include OAA Title III C and E.	
Page 5		Description of screening and assessment forms was added.	
Page 8	Screening and assessment summaries chart was added (Examples to illustrate the screening and assessment requirements).		
Chapter 3		Programmatic experts in the Department reviewed and revised the description for the CARES, Long-Term Care Ombudsman, EHEAP, Medicaid Home and Community-Based Services Waivers and RELIEF programs.	
Chapter 4		Revised confidentiality requirements and added HIPAA compliance language.	
		References to Food Assistance Program were changed to Nutrition Assistance Program.	
	Page 75	Service Providers RFP and ITB: Bidding cycle was updated	
	Page 104	Nutrition Policies, Selection of Nutrition Providers: Nutrition provider responsibilities were updated.	
	Page 118	Nutrition Policies, Menu Review and Approval: A provision was added to include approval of menu substitutions policy and procedures by dietitian.	
	Page 118	Nutrition Policies, Menu Review and Approval: Maintenance of file documentation for menu substitutions was updated.	
	Page 145	Food Preparation and Safety Standards: Meal Temperature Documentation Requirements was updated	
	Page 176	Disease Prevention and Health Promotion: "Evidence-Based" was added to the title.	
	Page 176	Disease Prevention and Health Promotion: A description was added for Title IIID evidence-based programs.	
Page 177	Disease Prevention and Health Promotion: The list of OAA IIID services offered was updated.		
Chapter 5		There were no significant changes.	
Chapter 6	Page 18	Program Requirements, Coordination of Services: Coordination with Florida Silver Alert Program was added.	

Location	Page #	Summary of Major Changes
Chapter 7		HCE caregiver eligibility was clarified to add "living in the home"
	Page 16	Supplemental Security Income: Section was updated to reflect change in Medicaid's Fiscal Agent.
Chapter 8	Page 27	Emergency Preparedness, DOEA: DOEA conference call number and code was updated for daily information.
Appendix A		Services: References to background screening were amended to ensure compliance with requirements for DOEA process.
	Page 15	Table of Services by Program: Background screening language was removed.
		Evidence-Based Health Promotion: Descriptions were added or updated for OAA Title IIID services.
Appendix B	Pages 28-30	Individual and Couple Co-Pay Schedules were updated for 2012.
Appendix C	Page 7	Care Plan Comparison to CIRTS: Statement was revised requiring an update of care plan if reassessment is done.
Appendix D		There were no significant changes.

