



# Notice of Instruction

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**Notice of Instruction Number: #091917 2017 DOEA Programs and Services Handbook Update**

**TO:** All PSA 6 Provider Agencies

**FROM:** Martha Caron, Senior Contract Manager

**DATE:** September 19, 2017

**SUBJECT:** Updated 2017 DOEA Programs and Services Handbook (*Handbook*)

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The purpose of this Notice is to provide the updated Department of Elder Affairs *2017 Programs and Services Handbook*. Included with this notice, as an attachment, is the Summary of Major changes to the *Handbook*.

The updated *Handbook* has been posted on the SCC website. Please click on the following link or copy and paste into your browser for access:

<http://www.agingflorida.net/Resources/Program%20Documents/2017%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 Contract Manager with any questions.

Attachment:  
Summary of Major Changes

# DOEA PROGRAMS AND SERVICES HANDBOOK

## 2017 UPDATE

### SUMMARY OF MAJOR CHANGES

Location	Page #	Summary of Major Changes
Chapter 1	13-14	Added overview of Level 2 Background Screening
	15	Added use of logo must be most current
	19	Added definition of Client
	21	Added definition of Designee
	22	Added definition of Direct Service Provider; Amended Elder Helpline definition
	23	Added definition of Evidence-Based Program
	27	Added definition of Level 2 Screening
	30	Updated definition of 2 CFR PART 214 (formerly OMB Circular A-110) to be PART 200
	31	Added definition of Personal Identification Information
	32	Amended definition of Rural Area
	37	Updated the DOEA mission statement
Chapter 2	6	Amended language i.e. assessment before enrollment
	33	Amended definition of annual reassessment
	20, 21, 25, 26, 33, 35, 38-40, 45, 63, 67-71, 73-75, 88, 96	Updated description of persons who may speak and act on client's behalf (i.e. to client, caregiver and/or designee)
	61	Added Powerful Tools for Caregivers billable to IIIIE
	62	Added Arthritis Foundation Tai Chi, Chronic Pain Self-Management, and Stay Active & Independent for Life (SAIL) as IIID-only; and Corrected numbering in table
	63	Updated Form 203A eliminating reference to MW
	86	Removed reference to Mercer Study
Chapter 3	12-13	Amended MW terms and responsibilities
Chapter 4	30	Corrected legal citation for Lobbying
	34	Corrected legal authority reference
	105	Added language to restaurant evaluation criteria
	106	Added language to restaurant responsibilities
	107	Added language to AAA responsibilities; Changed "service provider" to "vendor"
	109	Updated employee food safety training requirements
	113	Added responsibilities & functions of qualified dietician
	118-119	Added language to contract and subcontract requirements, and monitoring report

Location	Page #	Summary of Major Changes
	163	Added to food service safety and sanitation contractual provision requirements
	196	Changed description of requirements title to "Statutory"
	194-195	Changed description of Annual Report requirements
Chapter 5		None
Chapter 6	4, 10	Added Florida Hospital Orlando as a Memory Disorder Clinic; Increased # of MDC's to 16
Chapter 7		None
Chapter 8	32	Amended Disaster Recovery Center staffing days from 3 to 5
	33-34, 54, 110-111	Amended discharge planning assistance language
	71	Amended Relocation Group language
	84-107	Removed term, "Response" from team title; and Added acronym for Special Needs Shelter
	121	Clarified components of Elder Helpline disaster plan
	125	Amended I&R Lines and Reciprocal Agreements language
	37	Amended I&R language
	40, 51, 66, 67, 72	Removed Elder Helpline language
Chapter 9	8	Amended volunteer background screening language
	14-15	Amended program reporting requirements language
Appendix A	3	Added Diabetes Empowerment Education Program (DEEP) to table of contents
	13, 168, 191	Amended "client and/or caregiver" language
	19	Updated Table of services for health and wellness (IIID-only) to include DEEP
	23-24	Amended D.4 of record keeping and reporting requirements; and amended D.5.d
	69, 72, 77, 80, 95, 98, 102	Updated the description section and delivery section to include "Self-Management Resource Center (SMRC)"
	67-144	Updated website addresses for IIID courses, as needed
	75	Added Diabetes Empowerment Education Program (DEEP) as a IIID service
	83-85	Amended Un Asunto de Equilibrio maximum participants to 12
	86-88	Amended A Matter of Balance maximum participants to 12
	125-127	Updated Arthritis Foundation Exercise program description and provider qualification sections to include Athletics and Fitness Association of America,

<b>Location</b>	<b>Page #</b>	<b>Summary of Major Changes</b>
		CPR requirement; and recertification requirement from 3 to 2 years
	141-143	Updated Walk with Ease provider qualification section to delete co-sponsorship requirement; added reference to Athletics and Fitness Association of America, the website, and included certification every two years
	188	Updated Model Day Care description (only)
Appendix B	2	Updated co-payment schedules
	7	Corrected redundant language
Appendix C	4-6	Updated reporting requirements
Appendix D		None
Appendix E		Added Appendix for Background Screening Clearinghouse Instructions