



Notice of Instruction

8929 Brittany Way
Tampa, FL 33619
(813) 740-3888

Notice of Instruction Number: #081318 2018 DOEA Programs and Services Handbook Update

TO: All PSA 6 Provider Agencies

FROM: Abbie Walters, Senior Contract Manager

DATE: August 13, 2018

SUBJECT: Updated 2018 DOEA Programs and Services Handbook

The purpose of this Notice is to provide the updated Department of Elder Affairs 2018 Programs and Services Handbook (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://SeniorConnectionCenter.net/Resources/Program Documents/2018 DOEA Program Handbook/>

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:
2018 Summary of Major Changes

DOEA PROGRAMS AND SERVICES HANDBOOK
2018 UPDATE

SUMMARY OF MAJOR CHANGES

Location	Page #	Summary of Major Changes
Chapter 1	13	Added Background Screening statutory language
	22	Clarified definition of DEO and its role
	75	Corrected and added citations for LIHEAP and EHEAP
Chapter 2	4	Added statutory references for APS and OAA IIID
	8	Removed SMMC example
	11	Deleted option to complete 701S in-home
	12	Changed language to match current contract
	15	Added SMMC in prioritization language
	52	Added electronic verification language
Chapter 3	3	Corrected statutory authority reference
	4	Corrected statutory authority reference
	4	Corrected statutory authority reference
	5	Edited ACFP language
	6	Deleted full/part time language, number of hours information; and added "military families"
	7	Restated CARES responsibilities
	9	Clarified language regarding EHEAP function
	10	Enhanced LSP general information
	12	Updated description regarding HCBS, SMMC LTC
	13	Updated description regarding HCBS, PACE services provided
	14	Clarified participant timeframes, program purpose
Chapter 4	38	Added language regarding voting members of the AAA Boards of Directors
	48	Restated language describing Advisory Council functions and composition, including membership guidelines
	52	Restated public information requirements of each AAA
	69	Enhanced Title VII description
	95	Updated volunteer service information to include pre-service, in-service and A/N/E training and reporting requirements
	104	Add requirements related to when there is a break in service at an existing C-1 location, the Nutrition Provider must notify and receive approval from the AAA in order for the C-1 site to resume services and billing.
	118	Enhanced vendor contract requirements
	123	Enhanced menu substitution requirement

Location	Page #	Summary of Major Changes
	136	Added language regarding dairy requirements
	143	Changed “physician” to “prescribing medical professional” regarding therapeutic diet
	144	Restated requirement to require simply a qualified dietician
	146 -147	Added expiration date information to food safety standards
	152	Added frozen food info
	157	Reworded note regarding exclusion of meals from NSIP count
	162	Added note about findings on inspections
	164	Added language with references to dates
	165	Included meal service expansion for use of contributions
	171	Added nutrition education information for restaurant based congregate sites
	172	Restated client contribution language
	174	Added time of operation specifics added
	175	Added temperature testing requirement
	176	Clarified policy regarding SMMC LTC coverage
	179	Added frozen milk requirements
	180	Added expiration date labeling requirements for cold meals
	184	Restated purpose of Section 6
	194	Updated Ombudsman program statutory requirements; enhanced purpose statement
	229	Amended OA3ES language for 60+frail elder
Chapter 5	20	Added in-service training requirement for ANE
Chapter 6	3	Included location of brain bank
	6	Clarified definition for related disorders
	8 - 11	Deleted “model day care”
	12	Updated brain bank sites language
	13	Replaced “model day care” with “specialized adult daycare”
	14	Clarified language regarding committee functions, frequency of meetings and support
	15	Replaced “model” term with “adult” day care; and replaced “liaison” with “support”
	16 - 18	Replaced “model” term with “adult” day care
	18	Corrected reference to FL Silver Alert Program
	19	Added Dementia Care and Cure Initiative language

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Chapter 7	26	Added the term, "primary" regarding caregiver use of alternate caregiver
	36	Added SSI/SSDI income information and a footnote regarding disability payments
Chapter 8	38	Deleted "activation" regarding DOEA toll-free number for emergency communication with AAA.
Chapter 9	16	Added A/N/E training as part of orientation, in-service training
	18	Added full signature requirement
Appendix A	10	Clarified the definition of "completer" for consistency
	13	Added language regarding direct payment
	15	Removed model day care language
	18	Added specialized adult day care language
	94	Changed minimum # of participants from 10 to 8 as per TJQMBB site
	146	Added clarifying language in description for Disease Information
	191	Added language regarding meal service hours
	193	Added language regarding record-keeping
	195	Amended CIRTS reporting requirement for congregate screening
	200	Added documentation requirement for guest
	201	Amended CIRTS reporting for HDM
	205	Amended CIRTS reporting requirement for nutrition counseling
	246 - 250	Added specialized adult day care service
Appendix B	7	Added copay exemption for active CCE or ADI client in APPL status for SMMC
	14	Added requirement for language regarding expending copay
	16	Added requirement for including written explanation for waiver
	25	Added SSDI to form
	29	Added SSDI to instructions
	33	Added "amount expended"
Appendix C	4	Included individuals to be enrolled requirement for nutrition
	4	Removed exclusion for EHEAP client demographic information
Appendix E	2	Added statutory language regarding Clearinghouse

Location	Page #	Summary of Major Changes
	3 - 4	Added language regarding registration and use of Clearinghouse
	7 - 8	Added language regarding Clearinghouse Results Website
	9 - 10	Added language regarding agency review
	11 - 12	Added language regarding renewal
	13 - 14	Added language regarding checking OIG & NNAR lists, and notice of privacy
	14	Added encryption requirement
	15	Removed two forms not required: screenshot of OIG exclusion results; and screenshot of NNAR database search
	17	Added requirement for Personally Identifiable Information