

FY 2021 DACL GUIDANCE ON PROGRAM AND SERVICE UNITS (ATTACHMENT O)

This document provides guidance on programmatic and service units reporting and expectations during and immediately after the COVID-19 public health emergency. As the city implements a phased re-opening approach, DACL's guidance is applicable and flexible for any future phase or operational status. Grantees are required to communicate regularly with their Grant Monitor, especially to adjust operations that may impact service levels with each phase of re-opening. We appreciate the commitment and responsiveness of our senior services network to the unprecedented COVID-19 public health emergency.

The purpose of this document is to ensure grantees' understanding of what services, programs, and units are reimbursable and how they may apply COVID-19 flexibilities to enhance and/or improve the provision of services in FY2021. Grantees must read and follow this document closely to understand expectations on how to describe their work for current services in CSTARs through notes entries and via CURT reports. Grantees are expected to keep up-to-date on the District's response to COVID-19 at coronavirus.dc.gov and must follow all applicable safety protocols in service provision to protect staff and participants.

Current services are defined as those that existed and have continued to exist under COVID-19, even if provided differently (e.g., via zoom instead of in-person). There are also several new services that are being added in response to COVID-19 (see pp. 27-32). Grantees are strongly encouraged to begin setting up internal controls for tracking these units in FY2021 as units are only reimbursable if DACL's service and reporting requirements are followed.

DACL grantees must continue to maintain appropriate records and documentation to support the charges against all grant awards and ensure full compliance with the Grants Policy Manual (GPM). Due to the COVID-19 pandemic, DACL understands that clients, service units, overall expenditures, and expenditures per unit will differ from previous years. The FY21 Grant Application must ensure that all proposals have incorporated the new COVID-19 reality into the delivery and provision of services.

The following requirements have not changed and continue to remain in FY2021:

- Monthly service units must be in CSTARs by the 15th of each month for the previous month of service.
- Invoices are due via the e-invoicing portal by the 20th of each month for the previous month of service. The final month of the fiscal year has different deadlines that will be communicated in a closeout memorandum. A service unit report from CSTARs must accompany the invoice.
- Client notes are due in CSTARs regularly each week after each individual and group contact or socialization activities (see definitions below).
- CURT is due 30 days following the end of each month for the previous month of service.

DACL uses the data collected to show accountability for appropriated funding, explain funding levels, and comply with requirements associated with local and federal funding received, as well as to demonstrate the scope and reach of the SSN’s involvement in city services. Each grantee has responded quickly to meet the changing landscape and growing needs of the public health emergency, and it’s critical that grantees document the incredible work that’s being done.

Future guidance regarding programmatic reporting may need to be adjusted or further developed, and DACL will work with the SSN to adjust accordingly. Grantees should continue to propose ideas to keep seniors, adults with disabilities, and their caregivers healthy and engaged. Please do not hesitate to reach out to your Grant Monitor to explore and propose ideas.

For all services noted below, grantees must provide and track the number of unduplicated clients, service units, and expenditures.

All grantees across services and programs are required to do daily reassurance calls to program participants. Such activity may be reported and counted under individual and/or group socialization (please see below for description of these new service units).

Current Service Definitions and Units as applied to COVID-19 Response – by Grantee Type

All grantees must continue to collect and report data in CSTARs. Any barriers to data collection and reporting must be flagged and discussed with the Grant Monitor. DACL is unable to provide reimbursement for services that are not supported by the required reported data. The following are **existing service definitions**, with examples for how to interpret, adjust and report due to COVID-19 response. These unit definitions will not change, but DACL has provided greater flexibility on how to report services due to COVID-19 impact.

LEAD AGENCY SERVICES

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
Home Delivered Meal	A meal provided to a qualified individual in his/her place of residence. The meal is served in a program administered by DACL and meets all of the requirements of the	Meal	One meal 1 pack of frozen meals = 7 meals	Meals provided via home delivery, pick-up, carry-out or drive-through.

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
	Older Americans Act and State/Local laws.			
Congregate Meal	A meal provided to a qualified individual in a congregate or group setting. The meal as served meets all of the requirements of the Older Americans Act and State/Local laws.	Meal	One meal provided in a congregate dining setting	<p>Meals provided in a congregate or group setting and eaten with another person (in-person or virtually), such as coordinating a buddy system or virtual congregate site via Zoom, FaceTime, GoToMeeting, etc. where people dine together.</p> <p>Note: grantees may report expenditures and seek reimbursement for rent and utilities for vacant congregate sites under congregate meals to reflect such expenditures resulting from COVID response needs.</p>
Nutrition Education	A program to promote better health by providing accurate and culturally sensitive nutrition, physical fitness, or health (as it relates to nutrition) information and instruction to participants, caregivers, or participants and caregivers in a group	Session	<p>Session per participant</p> <p>1 session = 1 hour</p> <p>A meeting of a group (2 or more individuals)</p>	Sessions, including distribution of printed materials, provided in-person or virtually by conducting a group call or online meeting (via phone, text, email, webinar, video chat, zoom, or other means) around how to continue to eat healthy and stay physically active during COVID-19.

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
	or individual setting overseen by a dietician or individual of comparable expertise.			
Nutrition Counseling	Individualized guidance to individuals who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illnesses, or medications use, or to caregivers. Counseling is provided one-on-one by a registered dietician, and addresses the options and methods for improving nutrition status.	Session	Session per participant 1 session = 1 hour	Sessions provided in-person or virtually to counsel older adults on an individual basis (via phone, email, video chat, zoom, or other means) about how to maintain healthy eating habits based on their health conditions during COVID-19.
Case Management	Assistance either in the form of access or care coordination in circumstances where the older person is experiencing diminished functioning capacities, personal	Hour	1 hour of case management service provided to an eligible participant.	Contact with the client is made via phone, email, video chat, Zoom. In-person visits are conducted in accordance with DACL's guidance per DACL's memo "SSN Case Management Re-Opening Guidance" dated July 20, 2020. For email contacts, the minimum billable increments of 15 mins will be used. For example, 4 emails = 1 hour = 1 unit of case management.

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	<p>conditions or other characteristics which require the provision of services by formal service providers or family caregivers. Activities of case management include such practices as assessing needs, developing care plans, authorizing and coordinating services among providers, and providing follow-up and reassessment, as required.</p>			
<p>Comprehensive Assessment</p>	<p>Evaluation service, provided to District residents 60 years and older, in order to (1) identify physical, economic, social and psychological challenges which affect the individual's ability to carry out the normal activities of daily living, and (2) identify the resources available to assist in</p>	<p>90 minutes (or 1.5 hours)</p>	<p>The unit of service for comprehensive assessment is 90 minutes (1.5 units of service) of social worker's time spent conducting the assessment interview(s) with an eligible participant. Time spent in preparing for the interview and following up on the</p>	<p>Comprehensive Assessments may be done as phone or zoom or other virtual face-to-face means as interviews with the client. Any document requiring signatures can be mailed or emailed to the senior for signature. Attestations during the PHE are allowed. Additionally, documents can be signed via DocuSign. In-person visits are conducted in accordance with DACL's guidance per DACL's memo "SSN Case Management Re-Opening Guidance" dated July 20, 2020.</p>

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	<p>resolving the identified problems. Comprehensive assessment services are provided to participants who have multiple, long-term challenges, and who appear to need case management services.</p>		<p>assessment may not be billed as part of the assessment.</p>	
<p>Recreation and Socialization</p>	<p>A community service program provided to District residents 60 years of age and older, designed to meet individual and social needs for continued growth and development, to reinforce a sense of dignity and independence and to reduce isolation. Recreation and socialization is a center-based service that involves a range of structured and unstructured programs and activities provided by trained personnel</p>	<p>Hour</p>	<p>The unit of service for recreation and socialization is one one-hour session provided to one eligible participant.</p> <p>Example: If 8 seniors join a one-hour session, that will be 8 units reported.</p>	<p>Note: Some LGBTQ Programs falls under this service definition. Services provided in a congregate or group setting (in-person or virtually) include coordinating a buddy system or virtual congregate site via Zoom, FaceTime, GoToMeeting, etc. where people dine together. Conducting recreational activities through virtual platforms is acceptable. Providers are required to develop a means of documenting time and attendance for any virtual activities.</p>

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
	working as part of a community-based program providing other social services (recreation and socialization may not be a separate program).			
Counseling (seniors)	Counseling service is a problem identification and resolution service, provided by professionally trained workers, to District residents 60 years of age and older, their family members, or caregivers, who need emotional support and guidance to develop and strengthen the older person's capacity for personal and emotional functioning.	Hour	The unit of service for counseling is one hour of service provided to an eligible participant.	Individual counseling can be provided via online, and phone contacts. . Group counseling can be conducted virtually via Zoom or other form of distance learning.
Case Management (Caregivers)	Case management to caregivers to assist them in making decisions and solving problems relating to their caregiver roles.	Session	One Session per Participant 1 session = 1 hour	Individual case management can be provided via online, phone contacts, and email correspondence. For email contacts, the minimum billable increments of 15 mins will used. For example, 4 emails = 1 hour = 1 unit of case management.

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	This includes counseling to individuals, support groups, and caregiver training (of individual caregivers and families).			<p>Note: Caregiver case management and counseling have been terms used interchangeably in past years. DACL will be evaluating and providing better clarity on the differences between counseling and case management.</p>
<p>Respite Care (Caregivers)</p>	<p>Services which offer temporary, substitute supports or living arrangements for care recipients in order to provide a brief period of relief or rest for caregivers. Respite Care includes: (1) In-home respite (personal care, homemaker, and other in-home respite); (2) respite provided by attendance of the care recipient at a senior center or other nonresidential program; 3) institutional respite provided by placing the care recipient in an institutional setting such as a nursing</p>	<p>Hour Varies</p>	<p>The unit of service for caregiver respite is one hour of service provided to an eligible participant.</p>	<p>Flexibility for respite care services varies (grantees should think outside the box for this critical service!) – some non-exhaustive examples may include:</p> <ul style="list-style-type: none"> • providing drive through, take out, or home-delivered meals; • providing well-being/counseling/case management via phone, in-person, or virtual means; • providing homemaker, chore, grocery, pharmacy, supply delivery, or other services; • providing grocery/produce delivery assistance; • DACL, if requested/approved, may allow for payment to family members, including a primary caregiver, for providing personal care, homemaker, and other services to eligible older adults. • Caregiver training/coping/support: a temporary employee hired in response to COVID and who works 35 hours per week providing counseling & supports to caregivers experiencing increased stress as a result of COVID. <p>Note: there is a lot of flexibility and opportunity for innovation on this service and grantees should be thinking about this level of flexibility to support family caregivers to the greatest extent possible.</p>

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	<p>home for a short period of time as a respite service to the caregiver; and (for grandparents caring for children) summer camps. If the specific service units purchased via a direct payment (cash or voucher) can be tracked or estimated, report those service unit hours. If not, a unit of service in a direct payment is one payment.</p>			
<p>Supplemental services (Caregivers)</p>	<p>Services provided on a limited basis to complement the care provided by caregivers. Examples of supplemental services include, but are not limited to, home modifications, assistive technologies, emergency response systems, and incontinence supplies.</p>	<p>Varies</p>	<p>Varies</p>	<p>If supplemental supplies are needed, the supplies are to be delivered in a manner to minimize or limit contact between the recipient and the deliverer. Clients or caregivers are not permitted to come to the facilities to pick up supplemental supplies due to the health risk; however, these may be delivered.</p> <p>Tablets and/or other devices for use by older adults/family caregivers may be proposed for approval to DACL. Grantee should include policies for use, data tracking, eligibility, etc. in the proposal to DACL.</p>

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Information Services (Caregivers)	A service for caregivers that provides the public and individuals with information on resources and services available to the individuals within their communities. [Note: service units for information services are for activities directed to large audiences of current or potential caregivers such as disseminating publications, conducting media campaigns, and other similar activities.]	Activity	Varies	Information for caregivers is to be provided via phone, email, video chat and mail. Information can be disseminated across various virtual group meeting platforms.
Information and Assistance	A service that: (A) provides individuals with information on services available within the communities; (B) links individuals to the services and opportunities that are available within the communities; (C) to	Contact	One individualized contact	Taking a call from an elder or their family member and answering questions about services for elders that are available. Information is provided via phone, email, video chat and mail.

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	<p>the maximum extent practicable, establishes adequate follow-up procedures. Internet web site “hits” are to be counted only if information is requested and supplied.</p>			
<p>Outreach</p>	<p>Intervention with individuals initiated by an agency or organization for the purpose of identifying potential clients (or their care givers) and encouraging their use of existing services and benefits. Providing public information through posts in newsletters, radio announcements, flyers, organizational Facebook posts or other media about available services or resources.</p>	<p>Contact</p>	<p>Activity</p>	<p>The service units for information and assistance and for outreach are individual, one-on-one contacts between a service provider and an elderly client or caregiver via zoom, phone, and other online means. An activity that involves contact with multiple current or potential clients or caregivers (e.g., publications, publicity campaigns, and other mass media activities) should not be counted as a unit of service. Such services might be termed public information and reported on the public information category below.</p>

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Other fitness/Health Promotion	Non-evidence based program services that include health screenings and assessments; organized physical fitness activities; medication management; home injury control services; and/or information, education, and prevention strategies for chronic disease and other health conditions.	Session Varies	Session per participant	Sessions provided in-person or virtually to conduct an exercise program or health education activity. All in-person activities must be approved by DACL. A system for tracking and documenting attendance should be developed if this service is being provided virtually. Note: Please report Nutrition Education, Nutrition Counseling, Health Promotion and Disease Prevention (evidence-based), etc. under their normal categories. Use this category only if there is no more appropriate place to report.

SENIOR WELLNESS CENTER SERVICES

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
<p>Health Promotion and Disease Prevention (“wellness”)</p>	<p>Services that include health screenings and assessments; organized physical fitness activities; evidence-based health promotion programs/activities; medication management; home injury control services; and/or information, education, and prevention strategies for chronic disease and other health conditions that would reduce the length or quality of life of the person 60 or older.</p>	<p>Sessions</p>	<p>A unit of service for Wellness: Health Promotion is one hour of service provided to an eligible participant during wellness activities held at the center or off site.</p>	<p>Services can be provided remotely via ZOOM, Facebook Live, a virtual link, etc.. A system for tracking and documenting attendance should be developed if this service is being provided virtually.</p> <p>Special Requirement: Grantees receiving Title IIID funding do not have to deliver in-person evidence-based programs at the time of the FY 2021 RFA release. Alternative delivery mechanisms (like virtual classes) may not be congruent with program fidelity. Grantees receiving Title IIID funds must typically provide Health Promotion and Disease Prevention Programs that meet the ACL definition of Evidenced-Based. Visit ACL’s website for more information on the Evidenced-Based criteria: https://acl.gov/programs/health-wellness/disease-prevention.</p> <p>Please visit the National Council on Aging’s Health Promotion Program Guidance During COVID-19 webpage at https://www.ncoa.org/news/ncoa-news/center-for-healthy-aging-news/track-health-promotion-program-guidance-during-covid-19/ for resources about delivery adaptations, including a list of requirements (organized by program). Permission to use alternate delivery mechanisms is approved only in the context of COVID-19 response, per applicable federal, state, and/or local guidance, and not for long-term program operations.</p>

IN-HOME SUPPORT SERVICES

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
Homemaker	Assistance such as preparing meals, shopping for personal items, managing money, using the telephone or doing light housework.	Hour	The amount of time to provide assistance, including amount of time taken to drive to the store, shop, and deliver the groceries, prescriptions, or other supplies	<p>Hours of staff or volunteer time to provide assistance, including delivery of groceries, prescriptions, or other supplies to client’s residence.</p> <p>Note: Grantee must report the amount of time spent in providing the assistance and/or delivery. If the program is purchasing groceries, supplies, or other items, please see Consumable Supplies definition below for reporting on items purchased via e-invoicing process/CURT/CSTARs reporting.</p>
Personal Care	Personal assistance, stand-by assistance, supervision or cues.	Hour	The unit of service for personal care service is one hour of service provided by a personal care aide to an eligible participant.	Safety protocols must be followed, including wearing appropriate PPE, social distancing when appropriate, and frequently washing hands.

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Chore	Assistance such as light housekeeping, meal preparation, laundry, shopping and escort seniors to medical appointments as well as heavy housework, yard work or sidewalk maintenance for a person.	Hour	One hour of chore assistance	<p>Outdoor work should be conducted with no contact with client and following safety protocols.</p> <p>Indoor work should be conducted following safety protocols determined by DC Health and DACL.</p>
In-Home Adaptation (SAH)	<p>Provides safety adaptations in and around the homes of qualifying seniors and adults with disabilities. These preventative adaptations reduce the risk of falls for seniors, and include handrails, grab bars, bathtub cuts, shower seats, chair lifts, furniture risers, and other approved items.</p> <p>The eligible population for this program is District residents, age 60 and over, or adults with disabilities, age 18 and over, who are</p>	Project Completion	The unit of service for Safe at Home is the completion of one home adaptation project	<p>During Phases 2 and 3, providers are permitted to receive referrals and initiate the intake and application process. SAH will use the following need based objective criteria immediately upon approval for emergency and high-priority cases as approved by DACL:</p> <ul style="list-style-type: none"> ● FROP-com Tool high score (19 or higher) ● Lost caregiver due to COVID-19 restrictions/concerns ● Unable to exit the house ● Unable to move between floors in the house ● Inside falls greater than 2 per year ● Spouse with impaired function/mobility ● Recent hospital/rehab discharge with change in function ● Nursing Home Transition (NHT) cases with pending discharge date

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	homeowners or renters of a property used as a primary residence.			
Security Cameras (SAH)	Security Camera Installation intended to keep senior safe, deter crime, and assist law enforcement with investigations.	Security cameras Installed	The unit of service is the installation of one private security system.	Receive intakes and referrals for the program. Providers are permitted to receive referrals and initiate the intake and application process. Safety plan must be approved by DACL prior to starting installation operations.

HOME AND COMMUNITY-BASED SUPPORT SERVICES

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
Adult Day Care	Personal care for dependent elders in a supervised, protective, and congregate setting during some portion of a day. Services offered in conjunction with adult day care/adult day health typically	Hour	One hour of care provided to one eligible participant.	Services may be provided and reimbursed for by providing activities via online, telephone, e-mail, and other virtual means. During the PHE, all adult day care in-person activities are suspended and may only re-open as approved by DACL and following the safety protocols approved by DC Health. Grantees should collaborate across the network to determine best ways to support caregivers and clients longer-term. DACL

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	include social and recreational activities, training, counseling, and services such as rehabilitation and medications assistance.			<p>will facilitate conversations on re-opening of services with DC Health.</p> <p>Grantees may propose making use of chore/homemaker services, virtual trainings, grocery assistance, and direct payment to primary caregivers, as reviewed and approved by DACL.</p>
Essential Medical Transportation	Provides eligible DC residents, age 60+, with a certified medical condition free round-trip transportation to essential medical appointments such as chemotherapy or dialysis, or to health-related public benefits appointments for DDS, Medicaid (DHS ESA sites), or SNAP.	Trip	One Way Trip	Fully operational with safety protocols in place during PHE.
Transportation to Sites and Activities	Transportation to sites and activities is a service provided to District residents 60 years of age and older, in order to allow these individuals to participate in various programs and activities within the boundaries of DC. Transportation	One Way Trip	The unit of service for transportation to sites and activities is a one-way trip, provided to one eligible participant (i.e.,	Not available during the PHE. Grantee may, however, propose a new pilot program to make use of available vehicles.

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
	to sites and activities involves scheduled transportation provided by trained personnel in suitable and maintained vehicles.		one person-trip).	
Connector Card Program	Provide solder adults, age 60 and over, with a debit card that can be used for ground transportation services to the destination of their choice. The amount of subsidy provided through the card is based on a sliding fee scale.	Client	Unduplicated client	Connector Card has been operational throughout the PHE. Grantee may propose adaptation/expansion of the program to include grocery or other essentials delivery program to seniors' homes.
Legal Assistance	Legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.	Hour	1 hour of legal assistance	<p>Legal assistance providers should consider setting legal case priorities for intake and ongoing representation based on urgency. Legal assistance management may consider reallocating attorney and staff time to these urgent cases that require more hours to address remotely and/or to advocate for continuances and other accommodations.</p> <p>Legal assistance providers should remain updated on court procedures and policies, as they are changing frequently. Communication with court administration officials may be necessary to ensure that courts are considering the needs of older adults in their development of new policies.</p>

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
Advocacy	A service aimed at protecting and securing the rights, benefits and entitlements of District nursing home and community residence facility (CRF) residents 60 years old and older.	Hour	One hour of service spent in a nursing home or CRF visiting residents, resolving complaints, providing in-service training to nursing home staff, attending residents' or family meetings.	With restrictions in place prohibiting nursing home contacts and/or visits, advocacy may continue by responding to requests for information and assistance. Advocacy grantee may reach out to speak with residents on the phone, and continue to participate in remote discussions, assessments and assistance efforts, with consent of the beneficiary or their legal representative, as appropriate.
Ombudsman Program	Advocate for the rights and well-being of individual long-term care residents and investigate complaints about nursing homes, assisted living residences and community residence facilities made by or on behalf of residents, and advocate for actual enforcement against homes and assisted living facilities	Non-Unit Service		<p>With restrictions in place prohibiting nursing home contacts and/or visits, Ombudsman work should continue by responding to requests for information and assistance. Grantee may reach out and be in contact with residents on the phone, and continue to participate remotely in discussions, assessments and assistance efforts, with consent of the beneficiary or their legal representative, as appropriate.</p> <p>If a remote resolution of a complaint is not possible, Ombudsman should notify DACL and appropriate District entities for assistance.</p>

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	providing substandard care.			
Alzheimer’s Services	<p><i>Club Memory</i> – Provides community and support for seniors with Alzheimer’s and their caregivers.</p> <p><i>Money Management</i> – Money management for seniors with dementia living alone to protect them from financial abuse.</p> <p><i>Dementia Navigators</i> – Support seniors with dementia and their caregivers by linking them to community resources and educating them about dementia and managing behaviors.</p>	Varies	Varies	Support and educational services may be provided remotely through telephone contacts, video chats, email, and regular mail. In person activities are suspended.

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<p>Heavy House Cleaning</p>	<p>Heavy housecleaning service is an in-home service provided to frail and vulnerable District residents 60 years of age and older who are infirm, disabled, chronically ill or mentally impaired, in order to create a habitable environment. Heavy housecleaning service provides a one-time only thorough cleaning of living quarters that pose serious sanitation, safety and health risks.</p>	<p>Hour</p>	<p>The unit of service for heavy housecleaning service is one hour of cleaning service provided by licensed and bonded workers to an eligible participant.</p>	<p>Heavy House Cleaning is not conducted during the PHE. These may only in be done in emergency cases based on an objective criterion. Emergency cases will be evaluated and approved by DACL as they come up. The grantee must provide a safety protocol plan. The grantee should continue to receive referrals and conduct intakes. Communication with the client’s social worker or case manager should be maintained throughout the process, if applicable.</p>
<p>Senior Villages</p>	<p>Independent, grassroots, community-based volunteer organizations. In general, services may include: transportation, friendly home visits, help with shopping, help running errands, household maintenance and cleaning, fitness activities, social</p>	<p>Varies</p>	<p>Varies</p>	<p>Villages must set up telephone trees to reach out to vulnerable members (based on physical health, degree of isolation, activity level, mental health, and other factors). DACL expects daily calls, 2-3 calls a week, and/or once a week, depending on their individual situation. Members who live with someone, or are healthy, physically active, participate in online gatherings, etc. may not be called daily and/or if they don't want to be called.</p> <p>If volunteers or village staff need to visit a village member, proper safety protocols must be followed. Contact with village</p>

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	outings, and assistance during a doctor visit.			members using DACL grant-funds should be limited to emergency situations and make use of objective criteria to determine the need for visits. The village may propose the criteria for DACL review and approval.
Elder Abuse Prevention	Prevent the abuse, neglect, and exploitation of vulnerable adults in DC.	Varies	Varies	<p>Provide virtual educational programming, tablets to eligible seniors to prevent abuse, and any other virtual means the Committee determines necessary.</p> <p>Imprest funds may continue to be used and set aside for use in paying for incidental expenses.</p>
LGBTQ Programming	Deliver quality services in one or all three service areas (1) responsive and adaptable citywide programs based on community assessed needs; (2) outreach to LGBTQ community that raises awareness and access to DC-based programs, activities and services; and (3) reduce senior social isolation among the LGBTQ community through impactful activities and services, including but not limited to	Varies	Varies	<p>Services may be provided in a congregate or group setting (virtually). Grantees may coordinate a buddy system or virtual meeting site via Zoom, FaceTime, GoToMeeting, etc. where seniors can dine and/or socialize together.</p> <p>Conducting recreational activities through virtual platforms is acceptable. Providers are required to develop a means of documenting time and attendance for any virtual activities.</p> <p>Grantees may continue individual and/or group socialization (see definitions below) and provide virtual intergenerational opportunities.</p>

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	intergenerational, educational, cultural competency, and volunteer opportunities.			
MIPPA	Outreach, education, and one to one assistance activities to Medicare beneficiaries likely to be eligible for the Low-Income Subsidy program (LIS) or Medicare Savings Programs (MSP).	Varies	Varies	Services are provided through telephone contacts, video chats, email, and mail of materials and resources, as well as online access to services. The goal should continue to be to increase one-on-one assistance, education, and outreach to Medicare beneficiaries while informing them of the preventive, wellness and limited income benefits.
Group Homes	Provides personalized, affordable, and housing options to help low-income homeless and qualifying seniors live with independence and dignity.	Varies	Varies	<p>Fully operational.</p> <ul style="list-style-type: none"> • Staff must wear PPE and abide by social distancing protocols when appropriate. • Grantee must limit contact and exposure within the group homes and from external sources. • Grantee must ensure proper socialization programming to avoid isolation.

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Bodywise Program	<p>Promotes health wellness and fitness to DC seniors</p> <p>Respite Aide – Provide in home assistance to seniors living alone</p>	Session	The unit of service is 1 hour per session.	<p>Fitness services can be provided remotely. A system for tracking and documenting attendance should be developed if this service is being provided.</p> <p>Respite Aide can be provided remotely through telephone or online reassurance to respite aide clients. Clients who need case management and/or follow up support must be referred to the appropriate Lead Agency.</p>
Fit & Well Program	YMCA Fitness classes	45 mins or 1 Hour	The unit of service varies per class from 45 minutes to 1 hour.	Services can be provided remotely via ZOOM, Facebook Live, etc. A system for tracking and documenting attendance must be developed if this service is being provided.
Satellite Wellness Program	Promoting physical, social and emotional well-being through exercise, nutrition counseling and health education located in community settings.	Varies	Varies	Services can be provided remotely via ZOOM, Facebook Live, etc. A system for tracking and documenting attendance must be developed if this service is being provided

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Hungry Harvest Program	The DA CL Hungry Harvest Pilot Program is available to 120 District seniors in Wards 5, 6, 7, and 8, on a first-come, first-serve basis. From May - September, eligible participants of the program will receive a delivery every other week of rescued fresh fruits and vegetables from Hungry Harvest.	Unduplicated Clients	Unduplicated Clients	Fully operational. Safety protocols must be followed.
Gleaning/SHARE Tables Program	Operated by Kingdom Care Senior Village in Ward 8 provides fresh produce and Share food Bags to approximately 75 seniors during the summer months	Unduplicated Clients	Unduplicated Clients	Deliveries of food can be made to the homes of seniors. Face to face contact should be avoided.
Kuehner Place	Shelter for abused and neglected elderly (7 beds)	Non-unit	Non-unit	<p>Fully operational.</p> <ul style="list-style-type: none"> • Staff must wear PPE and abide by social distancing protocols when appropriate. • Grantee must limit contact and exposure within the group homes and from external sources. <p>Grantee must ensure proper socialization programming to avoid isolation.</p>

Service Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application & Flexibility
Transportation of Home-Delivered Meals	Transportation of home-delivered meals is a transportation service which transports pre-plated meals to home-bound District residents 60 years of age and older, by appointment, by qualified personnel in suitable vehicles, in order to improve or maintain nutritional status.	Home-delivered meal	One meal delivered to one eligible participant.	During COVID-19, home-delivered meals operation is the weekly transportation of 7 frozen meals to an eligible participant on a scheduled weekday.
Sarah's Circle Program	A meal provided to a qualified individual in a congregate or group setting. The meal as served meets all of the requirements of the Older Americans Act and State/Local laws.	Meal	One meal provided in a congregate dining setting	Meals provided in a congregate or group setting and eaten with another person (in-person or virtually), such as coordinating a buddy system or virtual congregate site via Zoom, FaceTime, GoToMeeting, etc. where people dine together.
Age-in-Place Program	Volunteer based service projects for seniors in Ward 4,5, and 6.	Non-unit	Non-unit	Program should not be fully operational. Staff may provide telephone reassurance calls to program participants and communicate with Lead Agency social workers for follow up as needed. DAAC will need a proposal from the grantee for review and approval to do outdoor projects in a manner consistent with safety protocols.

Services to Older Adults Applicable in response to COVID-19

This list includes activities that are being conducted in response to COVID-19 and the service unit that correlates with those activities. **The list is not exhaustive.**

Service Description / Name	Service Definition	Unit Name	COVID Unit Definition	COVID-19 Application & Flexibility
Other Fitness/ Health Promotion	Non evidence-based program services that include health screenings and assessments; organized physical fitness activities; medication management; home injury control services; and/or information, education, and prevention strategies for chronic disease and other health conditions	Session	Session per participant	Sessions provided in-person or virtually to conduct an exercise program or health education activity. Note: Please report Nutrition Education, Nutrition Counseling, Health Promotion and Disease Prevention (evidence-based), etc. under their normal categories. Use this category only if there is no more appropriate place to report.
Individual Socialization	Individualized contact between two people via phone, text, email, webinar, video chat, or other means to provide a well-being check, reassurance, and/or socialization to an older adult or family caregiver	Contact	One individualized contact, regardless of length of contact; the older adult should be reached and spoken to in order for the contact to be counted	Contacts by staff or volunteers between two people via phone, text, email, webinar, video chat, or other means to provide a well-being check, reassurance, and/or socialization to an older adult. Think of this as 1:1 contact with the provider and the participant. Note: Use this category only if there is no more appropriate place to report.
Group Socialization	Contact among more than two people via phone, text, email, webinar, video chat,	Contact	One group contact,	Contacts by staff or volunteers with more than two participants via phone, text, email, webinar, video chat, or other means to provide reassurance and/or socialization to older adults.

Service Description / Name	Service Definition	Unit Name	COVID Unit Definition	COVID-19 Application & Flexibility
	or other means to provide reassurance and/or socialization to older adults		regardless of length of contact	Note: Use this category only if there is no more appropriate place to report.
Public Information	An activity that involves contact with multiple current or potential clients or caregivers (e.g., publications, publicity campaigns, and other mass media activities)	Activity	Information put together and shared (one post of information would count as an activity)	Activity by staff or volunteers in putting together a social media post, radio, or automated call announcement that is shared with the broader community regarding how you are providing services during COVID.
Senior Center	A community facility for the organization and provision of a broad spectrum of services, which shall include provision of health (including mental and behavioral health), social, nutritional, and educational services and the provision of facilities for recreational activities for older individuals.	May vary	May vary	Service units may vary and may include in-person or virtual service provision. In-person services must be pre-approved by DACL. Note: Use this category only if there is no more appropriate place to report. Grantees may report expenditures like rent and utilities for vacant senior centers under senior centers to reflect such expenditures resulting from COVID response needs.
Consumable Supplies	Provision of consumable supplies or material aid to an older adult to meet basic necessities such as groceries, cleaning supplies, or continence items	Delivery	One delivery of assistance, regardless of the number of items in each delivery	Groceries, cleaning supplies, personal hygiene supplies (including soap, toothpaste, toilet paper, sanitary wipes, incontinence supplies), cell phone or internet access, or other items purchased for use by an older adult. Note: Report purchasing groceries, supplies, cell phone or internet access or other items with program funds. For reporting the amount

Service Description / Name	Service Definition	Unit Name	COVID Unit Definition	COVID-19 Application & Flexibility
				of time spent in providing the delivery, please see Homemaker definition above.
Assistive Technology/ Durable Equipment/ Emergency Response	Durable Medical Equipment (chair lifts, wheelchairs, walkers, emergency response systems), anything given to or lent on a short-term basis, including technology or equipment provided for use by an older adult in their home to maintain safety, allow for socialization, and/or promote participation in activities from the older adult's home	Item	One item of assistance	<p>Items such as tablets, computers, cellphones, other technology or devices purchased for use by an older adult.</p> <p>Note: Please report any expenditures related to cell phone or internet access plans under Consumable Supplies definition above.</p> <p>Items may be reported here if providing the item itself is the service (e.g., a personal emergency response system) or if the item can easily be individually reported. If an item is already included as part of a direct service expenditure (e.g., a program includes a tablet computer as part of their larger program design and is reimbursed on a contracted unit rate basis), the expenditure for the item can be included in the other program's expenditure and does not have to be separately reported here.</p>

Services to Caregivers Applicable in response to COVID-19

Service Description / Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application
Homemaker-Delivery	Provision of assistance, including shopping for and delivery of groceries, prescriptions, or other supplies	Hour	The amount of time to provide assistance, including amount of time taken to drive to the store, shop, and deliver the	<p>Hours of staff or volunteer time to provide assistance, including delivery of groceries, prescriptions, or other supplies, not otherwise reported as Respite, to benefit a <i>family caregiver (whether used by the caregiver or by the care recipient)</i>.</p> <p>Note: Report the amount of time spent in providing the assistance and/or delivery that is not otherwise reported as Respite. If the program is purchasing</p>

Service Description / Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application
			groceries, prescriptions, or other supplies	groceries, supplies, or other items, please see Consumable Supplies definition below for reporting on items purchased.
Consumable Supplies	Provision of consumable supplies or material aid to benefit a family caregiver to meet basic necessities such as groceries, cleaning supplies, or continence items	Delivery	One delivery of assistance, regardless of the number of items in each delivery	<p>Groceries, cleaning supplies, personal hygiene supplies (including soap, toothpaste, toilet paper, sanitary wipes, incontinence supplies), cell phone or internet access, or other items purchased to benefit a <i>family caregiver (whether used by the caregiver or by the care recipient)</i>.</p> <p>Note: Report purchasing groceries, supplies, cell phone or internet access or other items with program funds. For reporting the amount of time spent in providing the delivery, please see Homemaker-Delivery definition above.</p>
Assistive Technology / Durable Equipment / Emergency Response	Durable Medical Equipment (chair lifts, wheelchairs, walkers, emergency response systems), anything given to or lent on a short-term basis, including technology or equipment	Item	One item of assistance	<p>Items such as tablet computers, cellphones, other technology or devices purchased to benefit a <i>family caregiver (whether used by the caregiver or by the care recipient)</i>.</p> <p>Note: Please report any expenditures related to cell phone or internet access plans under Consumable Supplies definition above.</p> <p>Items may be reported here if providing the item itself is the service (e.g., a personal emergency response system) or if the item can easily be individually reported. If an item is already included as part of a direct service expenditure (e.g., a program includes a tablet computer as part of their larger program design and is reimbursed on a contracted unit rate basis), the expenditure for</p>

Service Description / Name	Service Definition	Unit Name	Unit Definition	COVID-19 Application
	provided to benefit a family caregiver			the item can be included in the other program's expenditure and does not have to be separately reported here.
Home Delivered Meal	A meal provided to benefit a family caregiver	Meal	One meal	Meals provided via home delivery, pick-up, carry-out or drive-through to benefit a <i>family caregiver</i> (whether used by the caregiver or by the care recipient).