

**2007 Michigan Aging Information System  
NAPIS Client and Service Report**

Prepared by the  
Michigan Office of Services to the Aging

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## 2007 Michigan NAPIS Client & Service Report

Report Index	Pages
NAPIS Report Overview	1
Client and Service Summary	2 – 4
Service Expenditure Analysis	5 – 7
In Home Services - Client and Service Summary	8 – 10
Nutrition Services - Client and Service Summary	11 – 15
Community Services – Client and Service Summary	16
Caregiver Services Summary	17 – 20
Services to At-Risk In Home Service Clients	21 – 23
Service Targeting	24
Aging Network Waiting Lists	25
Michigan and the National Aging Network	26 – 27
Data Sources and Considerations	I – VII

## 2007 National Aging Program Information System (NAPIS) Client & Service Report

### **NAPIS Background**

The Michigan Office of Services to the Aging (OSA) is required by the federal Administration on Aging (AoA) to submit an annual NAPIS State Program Report (SPR) on services activities supported all or in part by Title III and Title VII of the Older Americans Act (OAA). In 2005 state units on aging (SUAs) were directed to follow new NAPIS reporting requirements as a result of the 2000 reauthorization of the OAA, and the creation of the federal National Family Caregiver Support Program. AoA now requires SUAs to report unduplicated counts of clients and caregivers, detailed characteristics of clients and caregivers, expenditure data, a profile of service providers, and counts of service units.

### **The Aging Network in Michigan**

OSA is the state agency with primary responsibility for administering and reporting on federal and state programs for Michigan's 1.6 million older persons. Along with the Michigan Commission on Services to the Aging, OSA oversees a network of sixteen area agencies on aging (AAAs) that partner with nearly 1,100 service providers across the state.

### **NAPIS Reporting Requirements**

NAPIS groups services into reporting *Clusters*. Cluster I includes in-home services and home delivered meals, Cluster II includes congregate meals, assisted transportation, and nutrition counseling, and Cluster III includes community-based services and some access services. Caregiver services are grouped into *registered* and *non-registered* services.

Client counts for Clusters I, II, and registered caregiver services are based on client registration forms. Data is collected on demographics, poverty, clients living alone, rurality, service enrollments, nutritional risk status (select services), and caregiver history (select caregiver services). Data on activity limitations (ADLs & IADLs) are collected on cluster I services. Client counts and demographic data on cluster III services and non-registered caregiver services are reported in the aggregate. Service units for cluster I and registered caregiver services are reported at the client-level. Cluster II, III, and non-registered caregiver service units are reported in the aggregate.<sup>1</sup>

Service expenditures are reported quarterly. Service expenditures are tracked by AAA, service provider, and fund source (federal, state, and local). Local expenditures are reported as matching funds (cash and in-kind) and program income (cost-sharing and voluntary client contributions).

### **OSA's Aging Information System**

OSA developed its secure Internet-based NAPIS software on the state's Aging Information System (AIS) in late 2001. NAPIS allows for comprehensive reporting on clients and services at the state, AAA, service provider, and client level.

The development of NAPIS is crucial to OSA's effort to create secure information systems that support informed decision-making and effective service delivery. A comprehensive profile of clients and services helps program planners at the state and local-level ensure that services reflect need and provide maximum benefit. This supports OSA's focus on keeping older adults and caregivers healthier longer, and maintaining a comprehensive network of services to support independence and allow individuals to receive services in the setting of their choice.

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<sup>1</sup> See Data Sources and Considerations for a complete list of NAPIS-reportable services and service unit definitions.

## FY 2007 Client & Service Summary

### Clients Served

129,992 older adults registered for service <sup>2</sup>  
 112,628 nutrition services participants  
 78,623 older adults in community services  
 22,566 in home services older adults (62,816 including home delivered meals clients)  
 7,984 caregivers in registered services

Table 1. Demographic Profile of Clients and Caregivers

Registered Older Adult Clients	Registered Caregivers	Non-Registered Older Adult Clients
66% were age 75 or older	52% were aged 65 or older	26% were low income
67% were female	72% were female	11% resided in rural areas
51% lived alone	40% resided in rural areas	31% were minority by race/ethnicity
48% resided in rural areas	35% were daughters/daughters-in-law	12% were Low income & minority
29% were low income <sup>3</sup>	25% were low income	
15% were minority by race/ethnicity	23% were minority by race/ethnicity	

### Difficulties with Common Daily Activities (62,816 homebound clients)<sup>4</sup>

69% reported difficulty shopping and/or cooking meals  
 52% had difficulty doing laundry, cleaning, climbing stairs, and/or walking  
 44% reported difficulty keeping appointments and/or mobility limitations  
 34% had difficulty bathing, handling finances, and/or using transportation  
 70% had difficulty with three or more common daily activities

### Services Provided

- Offered 60 different types of access, caregiver, community, in home, and nutrition services.
- Served nearly 11 million congregate and home delivered meals.
- Provided 770 thousand hours of care management, case coordination & support, chore, homemaker, home health aide, and personal care services.
- Delivered 610 thousand hours of counseling, disease prevention, elder abuse prevention, health screening, home repair, home injury control, information & assistance, legal services, medication management, outreach, transportation, and other community services.
- Supported caregivers with 860 thousand hours of respite care, adult day care, counseling, training, support groups, outreach, information & assistance, and other caregiver services.

### Expenditures

In 2007 the aging network spent \$97.1 million serving older adults and caregivers. Nearly 40% came from the federal government, 31% from state government, and 29% from local sources.

<sup>2</sup> "Registered clients" are enrolled in services for which NAPIS registration is required. Registered client counts are unduplicated.

<sup>3</sup> "Low income" is defined as client income below the annual federal poverty level.

<sup>4</sup> See Data Sources & Considerations for daily activity limitation definitions (ADLs & IADLs).

## NAPIS Client and Service Trends

The count of registered clients in 2007 was 129,992. The demographic profile of registered clients for 2007 was similar to prior years:

- Nearly three-quarters were female and/or aged 75 or older
- One-half resided in rural areas and/or reported living alone
- Almost One-third reported living in poverty
- About 15% were minority by race and/or ethnicity.

Total service units decreased from 13.6 million in 2006 to 13.1 million in 2007. Decreases in service units were reported across most service categories, including in home services (-10.1%), community services (-7.3%), nutrition services (-3.2%), and caregiver services (-1.0%).

Table 2. Client and Unit Counts

Service Category	Client Count	Unit Count	Service Category	Client Count	Unit Count
ACCESS SERVICES <sup>5</sup>			COMMUNITY-BASED SERVICES		
Information & Assistance	NA	185,304	Home Repair	217	4,984
Care Management	3,812	26,711	Legal Assistance	12,046	33,641
Case Coordination & Support	9,776	45,422	Medication Management	897	5,425
Outreach	NA	84,310	Personal Emergency Response	1,151	1,909
Transportation	5,430	150,758	Senior Center Staffing	33,690	63,555
Assisted Transportation	1,427	17,003	Vision Services	1,183	2,097
IN HOME SERVICES			SERVICES TO CAREGIVERS		
Chore	3,376	45,302	Counseling Services	86	533
Friendly Reassurance	1,634	38,662	Support Groups	1,369	6,686
Homemaker	7,520	341,342	Caregiver Training	1,399	10,245
Home Health Aide	55	531	Adult Day Care	1,548	406,841
Home Injury Control	1,536	3,248	Respite - Home Delivered Meals	460	81,979
Personal Care	4,939	264,964	Respite - Homemaker/Personal Care	107	3,142
NUTRITION SERVICES			In Home Respite Care	2,298	220,804
Home Delivered Meals <sup>6</sup>	49,717	7,900,724	Kinship Respite	246	6,968
Congregate Meals	62,730	2,922,179	Out of Home Respite	103	34,087
COMMUNITY-BASED SERVICES			Overnight Respite	9	1,128
Counseling	320	524	Specialized Respite	113	3,660
Disease Prevention	10,674	59,141	Volunteer Respite	390	29,640
Elder Abuse Prevention	7,602	8,290	Supplemental Services	211	560
Health Screening	2,020	3,108	Caregiver Access Services	1,986	31,499
Hearing Impaired Services	1,966	4,382	Caregiver Information Services	1,608	5,526

<sup>5</sup> For client analysis purposes on pages 7-15 of this report, care management and case coordination and support data are included in the in home services analysis, and transportation, assisted transportation, outreach, and information and assistance service data are included in the community services analysis.

<sup>6</sup> Unit total does not include 81,979 home delivered meals served under the National Family Caregiver Support (NFCS) program as a form of respite for caregivers.

Chart 1. Registered Clients and Michigan's 2000 U.S. Census 60+ Population by Selected Characteristics<sup>7</sup>

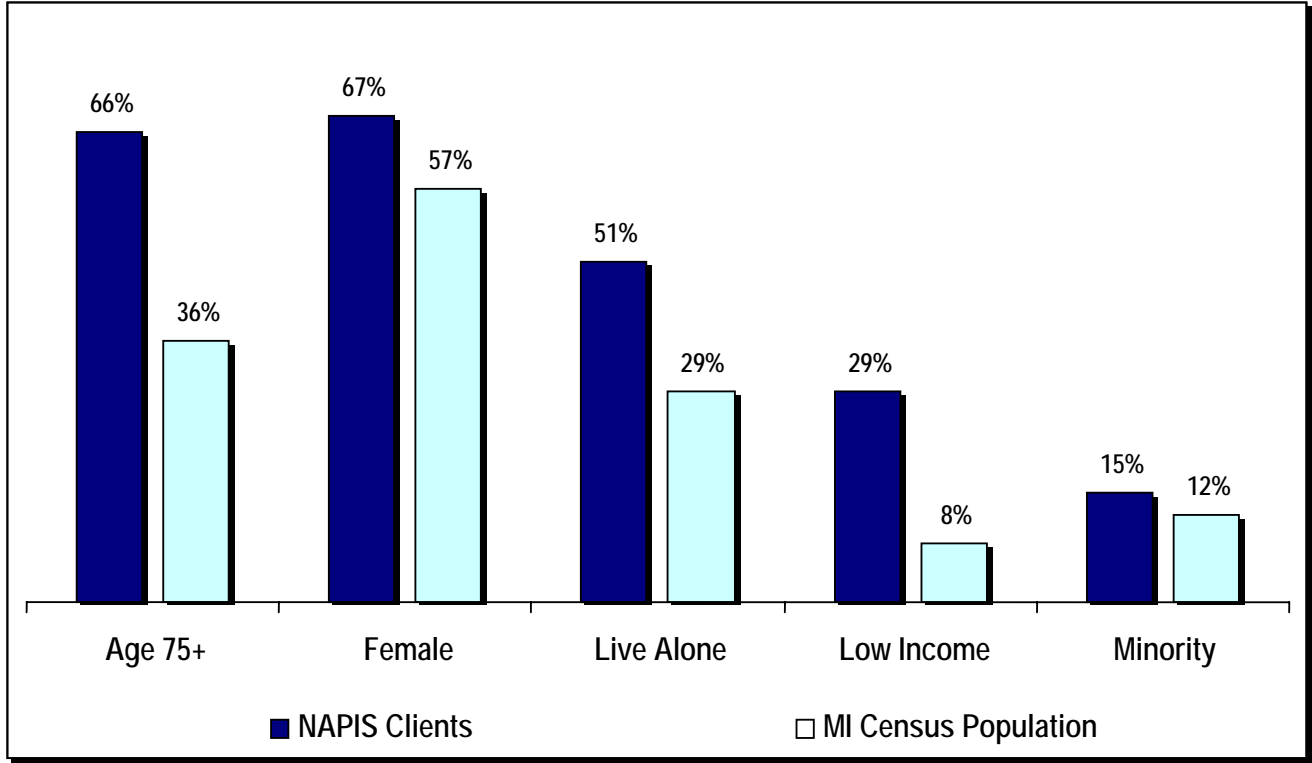
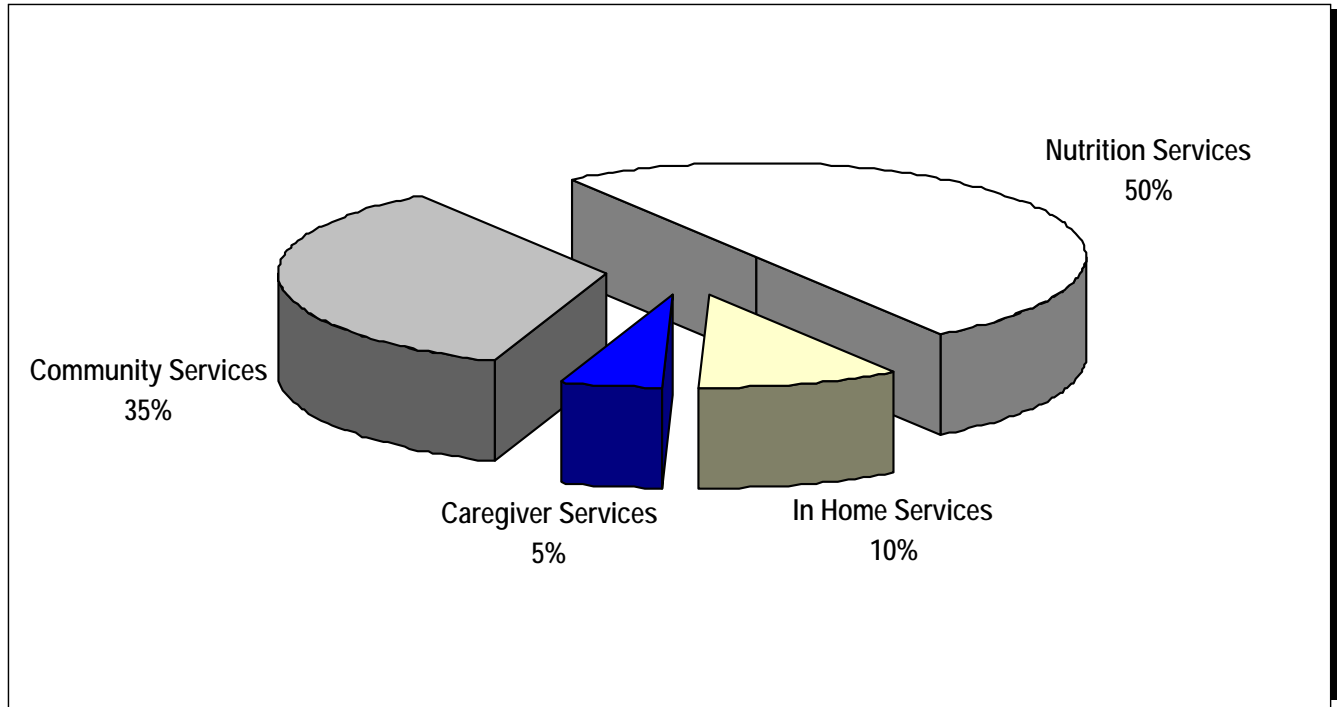


Chart 2. Clients by Service Category<sup>8</sup>



<sup>7</sup> Data on age, gender, minority status are for individuals aged 60 and older. Income and living alone data are for individuals aged 65 and older.  
<sup>8</sup> Client data for caregiver, in home and nutrition services is based on unduplicated client registration counts. Data on community services is based on aggregate, non-registered client counts.

## FY 2007 Service Expenditure Analysis<sup>9</sup>

Overall service expenditures for 2007 totaled \$97,056,034, an increase of 1.0% from 2006.<sup>10</sup> Expenditures increased for caregiver services (7.6%), in home services (4.8%), and nutrition services (1.0%). Conversely, expenditures for community-based services decreased by 14.2% from 2006 to 2007.

Reported expenditures of federal funds (1.0%) and local cash matching funds (14.3%) increased from 2006 levels. Decreased expenditures were reported local program income (-0.8%), and local in-kind matching resources (-0.3%).

Table 3. Total Expenditures for Selected Services

Service Category	Expenditures	% of Total	Service Category	Expenditures	% of Total
Home Delivered Meals	\$34,542,813	35.6%	Caregiver Supplemental Services	\$234,035	0.2%
Congregate Meals	\$16,153,344	16.6%	Home Injury Control	\$206,584	0.2%
Care Management	\$8,788,390	9.1%	Caregiver Case Management	\$198,002	0.2%
Homemaker	\$5,764,555	5.9%	Ombudsman <sup>11</sup>	\$186,875	0.2%
Personal Care	\$5,727,770	5.9%	Assisted Transportation	\$181,114	0.2%
Adult Day Care	\$5,217,419	5.4%	Caregiver Transportation	\$167,998	0.2%
In Home Respite	\$4,573,820	4.7%	Health Screening	\$165,854	0.2%
Program Development	\$1,863,654	1.9%	Volunteer Respite Care	\$151,005	0.2%
Case Coordination & Support	\$1,326,676	1.4%	Other Respite Care	\$128,245	0.1%
Information & Referral	\$1,309,055	1.3%	Caregiver – Regional Services	\$121,294	0.1%
Outreach	\$1,217,094	1.3%	Asst to Hearing Impaired	\$114,878	0.1%
Senior Center Staffing/Operations	\$1,078,837	1.1%	Vision Services	\$98,437	0.1%
Legal Assistance	\$924,598	1.0%	Per Emergency Response	\$88,467	0.1%
Caregiver Training	\$828,014	0.9%	Home Repair	\$70,203	0.1%
Chore Service	\$797,815	0.8%	Respite Homemaker	\$50,331	0.1%
Transportation	\$782,238	0.8%	Overnight Respite Care	\$45,237	0.05%
Caregiver Information & Asst	\$579,777	0.6%	Counseling	\$39,283	0.04%
Health Promotion	\$471,679	0.5%	Home Health Aide	\$34,680	0.04%
Kinship Respite Care	\$467,888	0.5%	Caregiver Health Education	\$26,667	0.03%
Caregiver Outreach	\$443,518	0.5%	Caregiver Non-Registered	\$25,530	0.03%
Regional Services	\$418,261	0.4%	Caregiver Counseling	\$23,813	0.02%
Home Delivered Meals – Respite	\$336,387	0.3%	Specialized Respite Care	\$17,008	0.02%
Out of Home Respite	\$293,044	0.3%	Friendly Reassurance	\$15,713	0.02%
Medication Management	\$281,633	0.3%	Respite Home Health Aide	\$4,881	0.01%
Caregiver Support Group	\$236,437	0.2%	Disaster Advocacy & Outreach	\$3,899	<0.01%
Elder Abuse Prevention	\$230,738	0.2%	<b>Totals:</b>	<b>\$97,056,034</b>	

<sup>9</sup>Totals for service expenditures include federal, state and local expenditures reported for FY 2007. Some discrepancies may exist between reported expenditures at the time of this analysis and final expenditures after corrections and/or audits adjustments.

<sup>10</sup> Expenditures totals include outlays for service activities supported by federal, state and/or local sources. Local reporting includes required matching funds or program income generated as a result of federal or state program support.

<sup>11</sup> The federal Title III-B portion of expenditures for ombudsman services are described in Table 3 to provide overall expenditure totals. State ombudsman expenses of \$466,475 are no longer included in this analysis as they are utilized as matching funds for Medicaid reimbursement purposes. Reporting of program activities for ombudsman services is contained in the federal National Ombudsman Report System (NORS).

Chart 3. Expenditures by Service Category

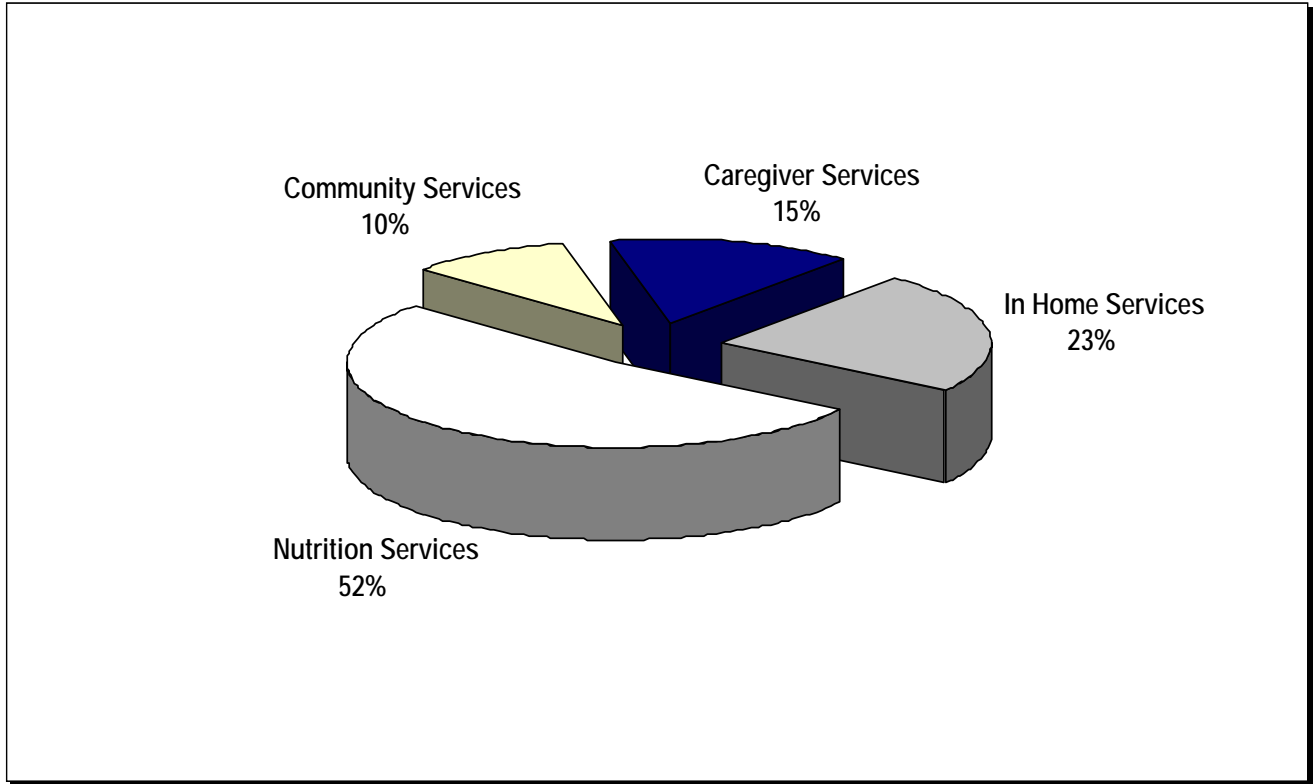


Chart 4. Service Expenditures by Source of Funds

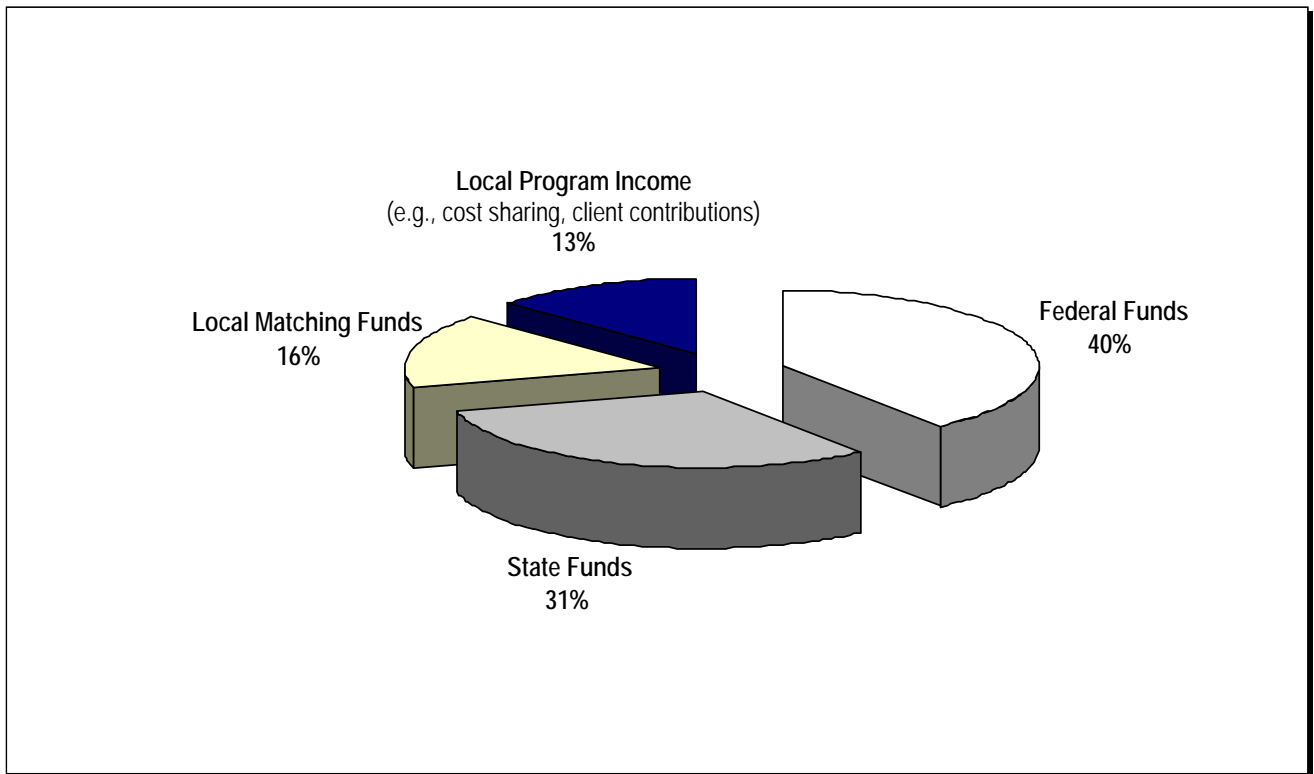
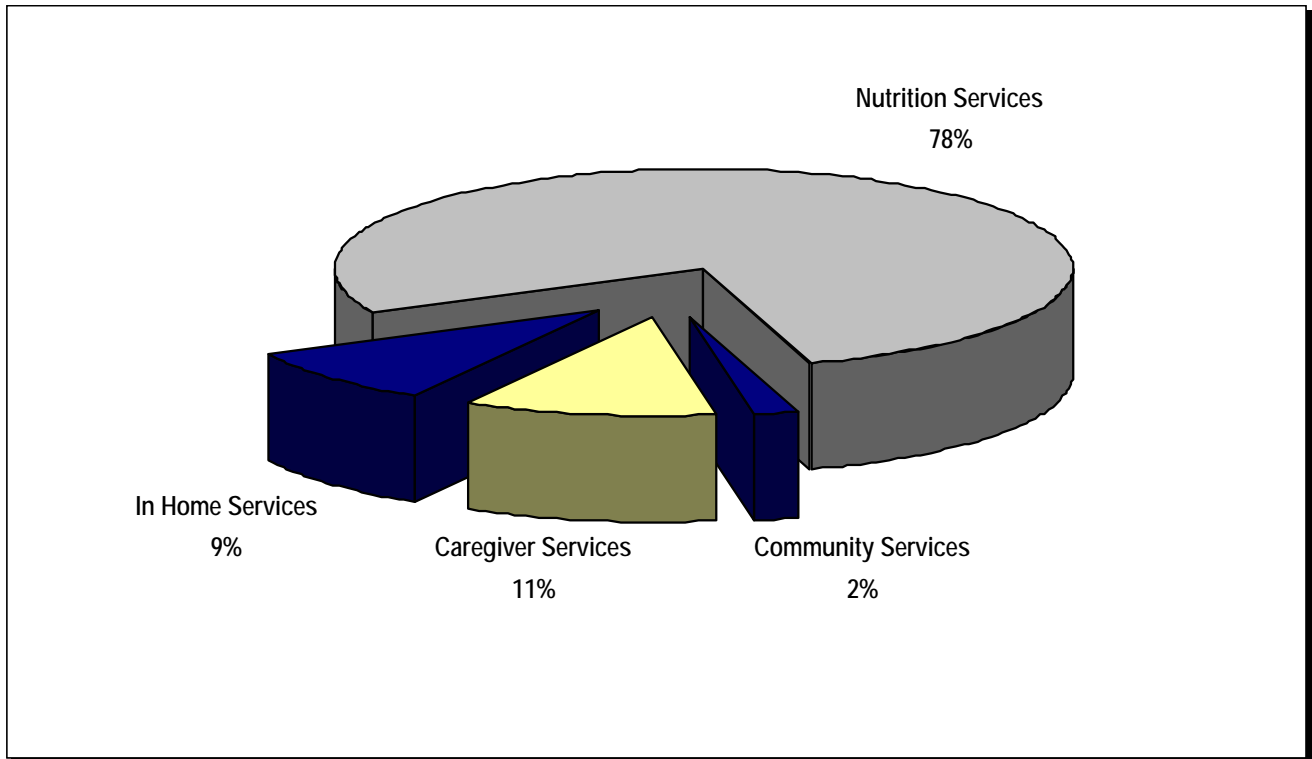




Table 4. Expenditures by Service Category and Source of Funds

Service Category	Total Expenditures	% Federal Funds	% State Funds	% Program Income	% Local Matching Funds
In Home Services	\$22,662,183	15.7%	59.6%	5.4%	20.3%
Nutrition Services	\$50,696,704	46.1%	21.7%	19.8%	12.3%
Community Services	\$9,526,797	69.4%	6.3%	2.6%	21.7%
Caregiver Services	\$14,170,350	33.7%	38.2%	10.0%	18.1%
<b>Totals</b>	<b>\$97,056,034</b>	<b>39.5%</b>	<b>31.2%</b>	<b>13.3%</b>	<b>16.0%</b>

Chart 5. Local Program Income Expenditures by Service Category



## FY 2007 In Home Services

### In Home Services

In home services support adults whose functional, physical or mental limitations prevent them from caring for themselves. Informal support (e.g., family) is either unavailable or insufficient. Priority for the provision of in home service is based on social, functional, and economic need.

A total of 22,566 unduplicated older adults were served by the care management, case coordination and support, chore, homemaker, home health aide, and personal care programs in 2007. An additional 3,170 clients were served with home injury control and friendly reassurance services. Clients received 766,182 hours of in home care.

### Profile of Registered In Home Service Clients

76% were 75 years of age or older; and 39% were 85 years of age or older  
 73% were female  
 60% lived alone  
 53% resided in rural areas  
 34% started service five or more years ago  
 27% were low-income  
 12% were minority by race and/or ethnicity

### Characteristics of In Home Service Clients

In home service clients tended to be older, and larger percentages were female, lived alone, and resided in rural areas compared to all registered clients. The most frequently reported activity limitations were cleaning, shopping, stair climbing, and walking.

Larger percentages of in home clients were age 75 or older, lived alone and were low-income compared to older adults in Michigan in the 2000 U.S. Census. Similarly, larger percentages of in home clients reported "physical", "self-care", and "go-outside-home" limitations.

### Expenditures

In 2007 more than \$22.6 million was spent providing in home services. Table 5 describes expenditures by service and average costs per client and service unit.

Table 5. In Home Service Expenditures and Average Annual Cost Client and Service Unit Costs for Selected Services

Service Category	Expenditures	Cost / Client	Cost / Unit
Care Management <sup>12</sup>	\$8,788,390	See footnote 7	See footnote 7
Homemaker	\$5,764,555	\$766.56	\$16.89
Personal Care	\$5,727,770	\$1,159.70	\$21.62
Case Coordination and Support	\$1,326,676	\$135.71	\$29.21
Chore	\$797,815	\$236.32	\$17.61
Home Injury Control	\$206,584	\$134.49	\$63.60
Friendly Reassurance	\$15,713	\$9.62	\$0.41
<b>Totals</b>	<b>\$22,662,183</b>	<b>\$694.14</b>	<b>\$29.58</b>

<sup>12</sup> Care Management service units are calculated as 1 unit for each month or partial month that a client is active in the program. In 2007 the average annual cost per care management client was \$2,305.45 and the average cost per client month was \$329.02.

Chart 6. In Home Service Clients and Registered NAPIS Clients by Selected Characteristics

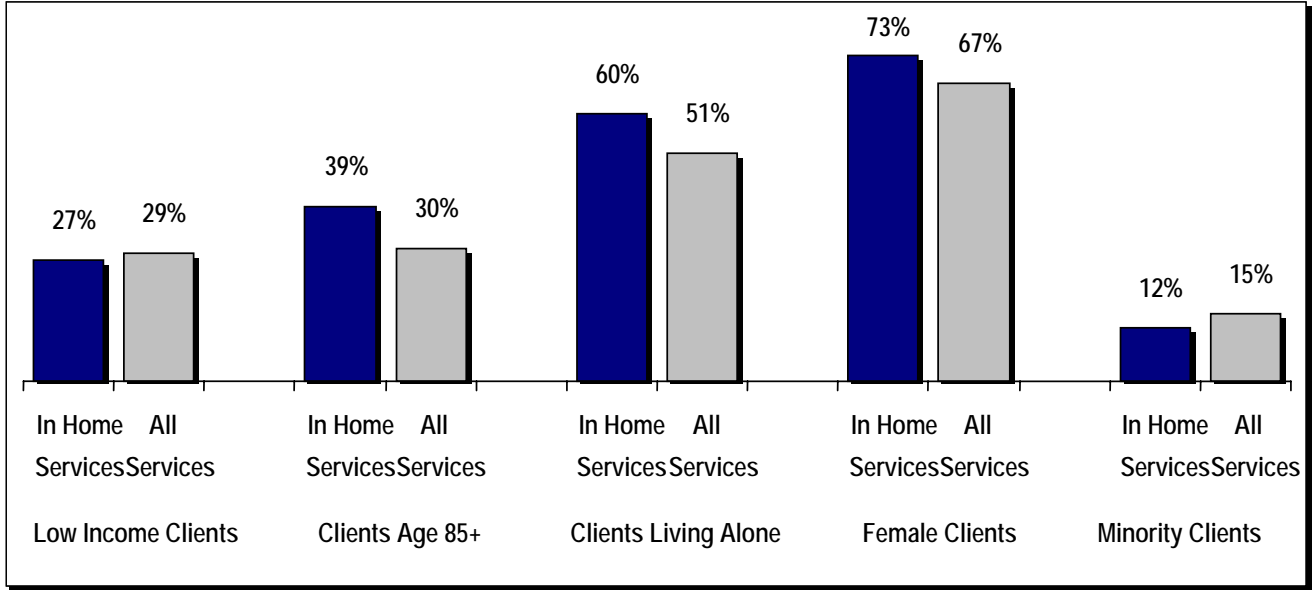


Chart 7. In Home Service Clients by Years Since Initial Service Intake Date

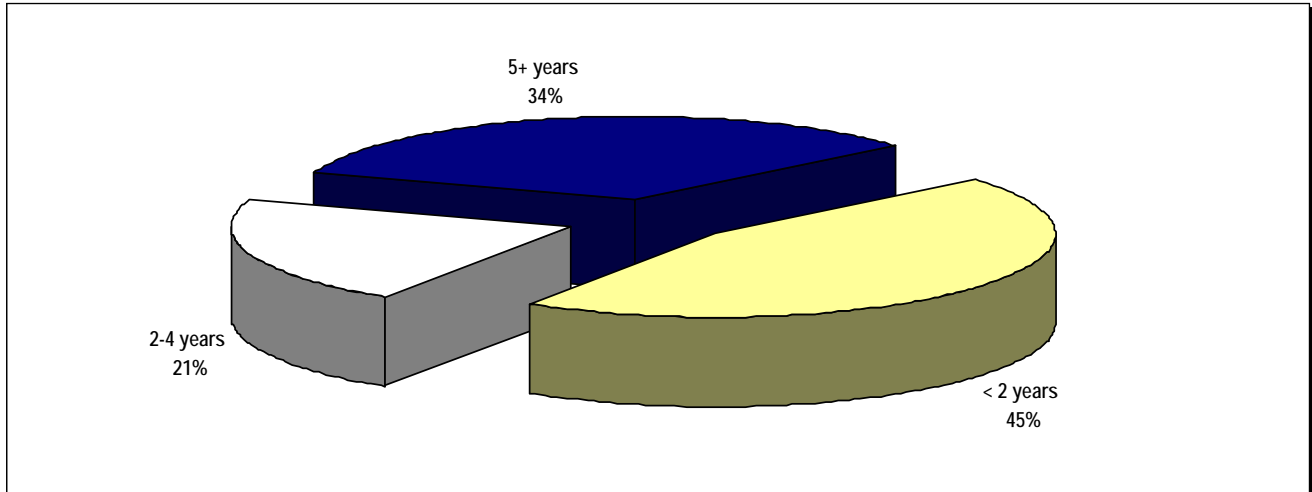


Table 6. In Home Service Clients by Most Frequently Reported ADL & IADL Limitations

Daily Activity Limitations (ADLs & IADLs)	% of In Home Clients w/ Reported ADL or IADL Limitation
Cleaning	63%
Shopping	70%
Stair Climbing	58%
Walking	54%
Doing laundry	56%
Cooking Meals	64%
Using Private Transportation	57%
Bathing	38%
Handling Finances	39%
Clients w/ 3 or more ADLs and/or IADLs	79%

Chart 8. In Home Service Clients and Michigan's 2000 U.S. Census 60+ Population by Selected Characteristics<sup>13</sup>

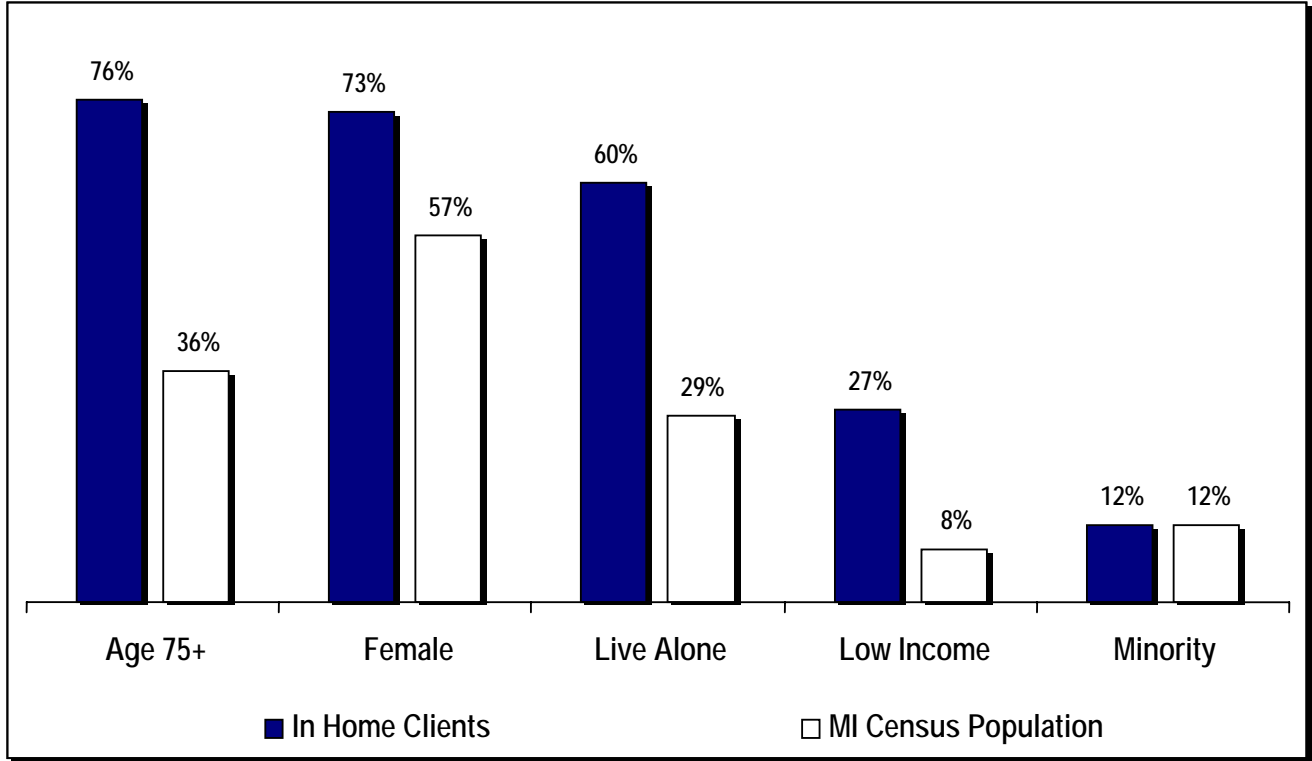
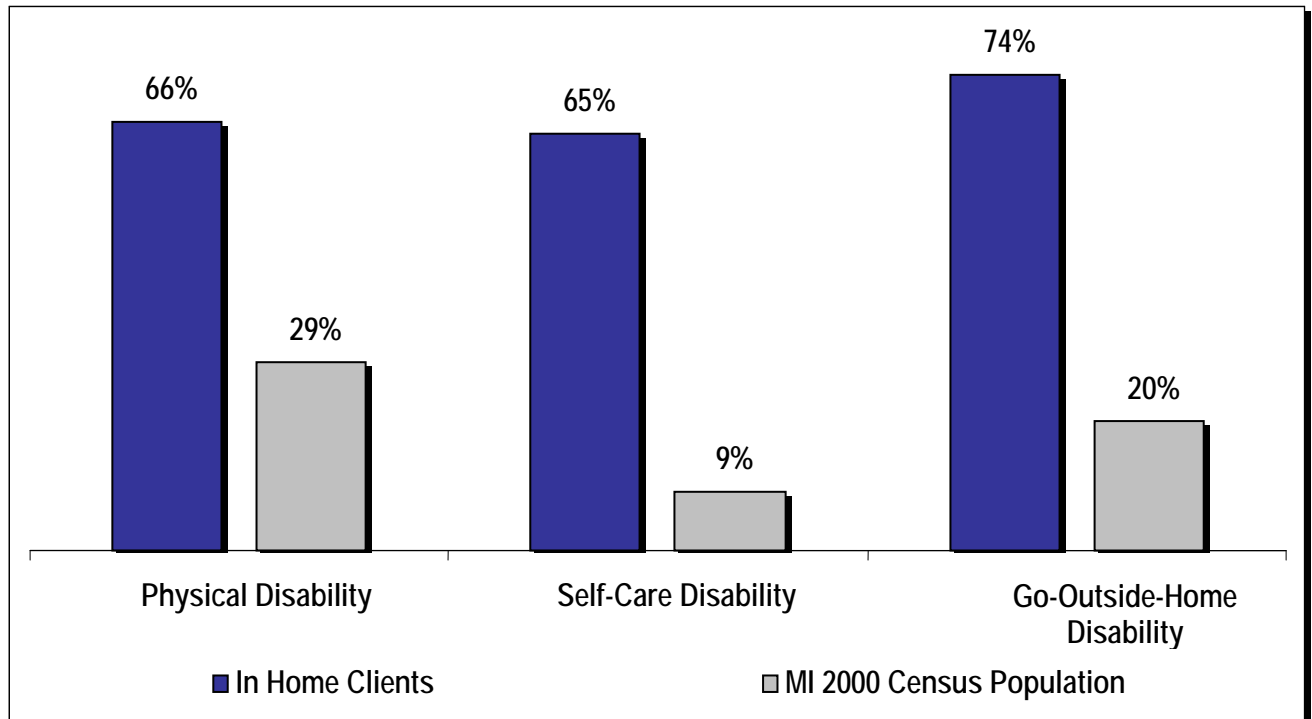


Chart 9. In Home Service Clients and Michigan's 2000 U.S. Census 65+ Population by Daily Activity Limitations<sup>14</sup>



<sup>13</sup> Data on age, gender, minority status is for individuals aged 60 and older. Data on income and living alone is for individuals aged 65 and older.

<sup>14</sup> Data on NAPIS clients aged 65 and older.

## FY 2007 Nutrition Services

### Nutrition Services

Adequate nutrition is critical to health, functioning, and the quality of life. Nutrition services provide nutritious meals in community settings and to homebound older adults. These services combat social isolation and provide nutrition education.

In 2007, 49,717 home delivered meal clients received 7,900,712 meals, and 62,730 congregate meal clients received 2,922,179 meals.<sup>15</sup>

Table 7. Profile of Registered Home Delivered Meal and Congregate Meal Clients

Home Delivered Meal Clients	Congregate Meal Clients
75% were age 75 or older; 40% were 85 or older	60% were age 75 or older; 22% were 85 or older
67% were female	66% were female
58% lived alone	46% lived alone
40% Resided in rural areas	54% Resided in rural areas
31% were low income	25% were low income
20% Started service five or more years ago	11% were minority by race and/or ethnicity
19% were minority by race and/or ethnicity	13% were at high nutritional risk
61% were at high nutritional risk	

### Characteristics of Home Delivered and Congregate Meal Clients

Compared to all registered clients, home delivered meal clients tended to be older and a larger percentage lived alone. Home delivered meal clients were less likely to reside in rural areas. Nearly two-thirds of all home delivered meal clients were at high nutritional risk. The most frequently reported activity limitations were cooking, shopping, cleaning, transportation, climbing stairs, and walking.

Larger percentages of home delivered meal clients were aged 75 or older, female, lived alone, and low income compared to older adults in Michigan's 2000 U.S. Census population.

Congregate meal clients tended to be younger than the typical registered client, and a larger percentage resided in rural areas. Smaller percentages were minority and/or low income.

### Expenditures

In 2007 approximately \$50.7 million was spent on nutrition services. Table 8 describes expenditures by program, cost per meal and client, and the average number of meals per client.

Table 8. Nutrition Program Expenditures and Average Costs and Meals

Service Category	Expenditures	Meals/Client	Cost/Client	Cost/Meal
Home Delivered Meals	\$ 34,542,813	159	\$694.79	\$4.37
Congregate Meals	\$ 16,153,344	47	\$257.51	\$5.53
<b>Totals:</b>	<b>\$50,696,157</b>	<b>NA</b>	<b>\$450.85</b>	<b>\$4.68</b>

<sup>15</sup> Home Delivered Meal total does not include 81,979 home delivered meals served to caregivers as a form of respite care under the federal OAA Title III-E National Family Caregiver Support Program.

Chart 10. Nutrition Clients and All Registered Clients by Selected Characteristics

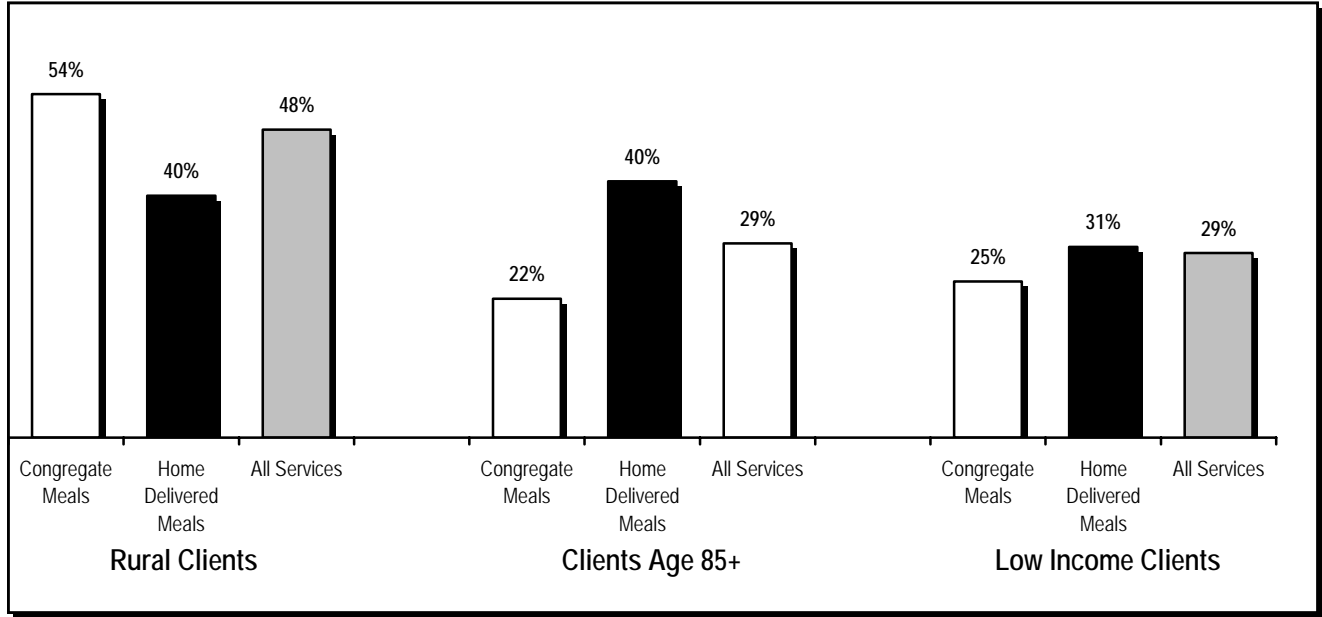


Chart 11. Home Delivered Meal Clients by Years Since Initial Service Intake Date

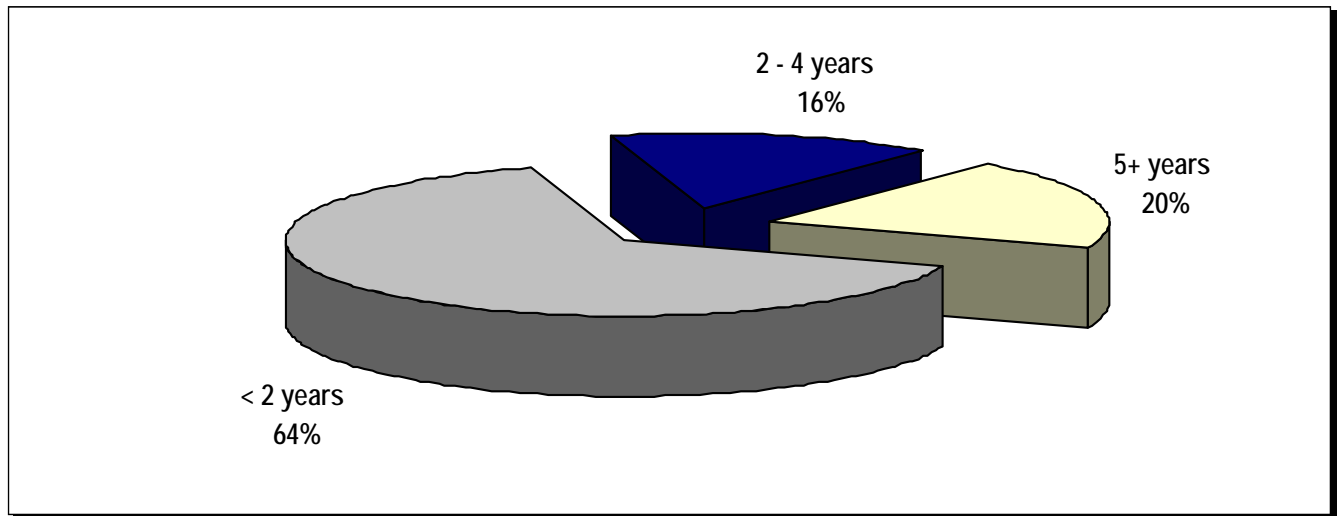


Table 9. Home Delivered Meal Clients by Most Frequently Reported Daily Activity Limitations

Most Frequently Reported Daily Activity Limitations (ADL & IADLs)	% of HDM Clients w/ Reported ADL or IADL Limitation
Cooking Meals	66%
Shopping	63%
Doing Laundry	52%
Cleaning	49%
Stair Climbing	49%
Using Private Transportation	48%
Walking	48%
Keeping Appointments	41%
Clients w/ 3 or more ADLs and/or IADLs	72%

Chart 12. Home Delivered Meal Clients and Michigan's 2000 U.S. Census 60+ Population by Selected Characteristics<sup>16</sup>

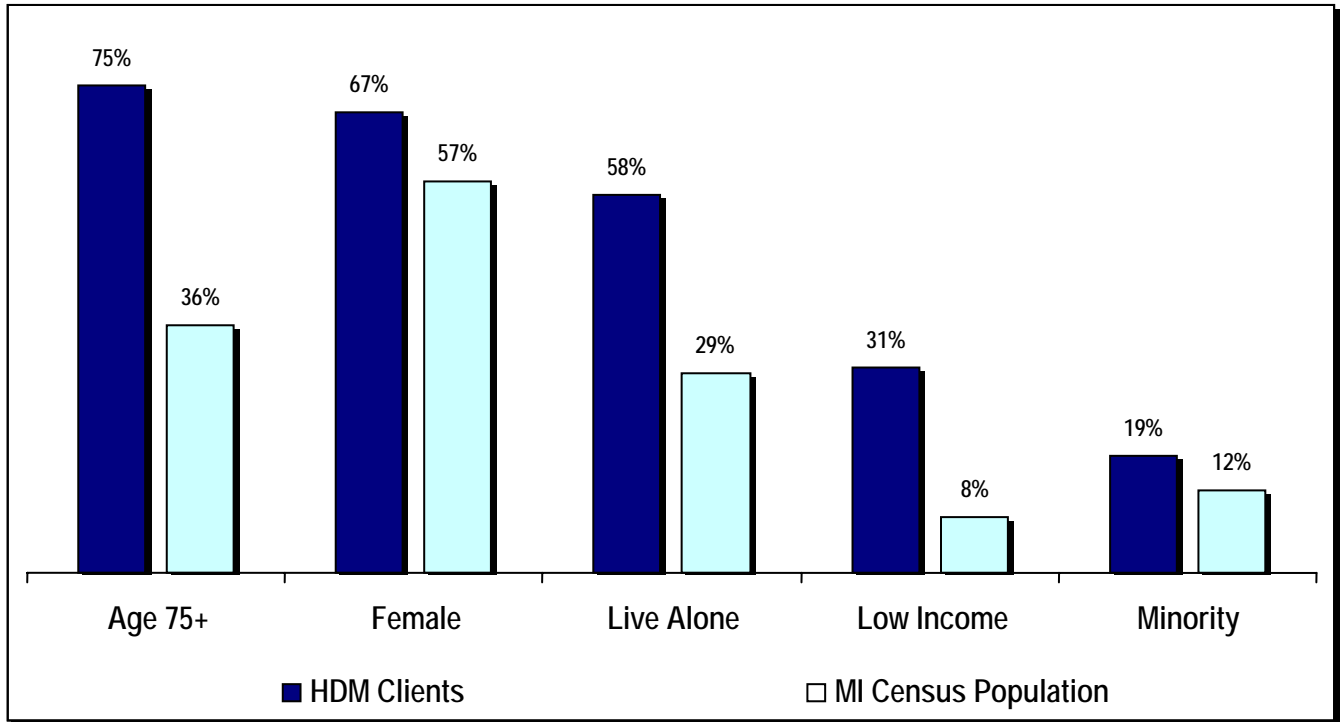
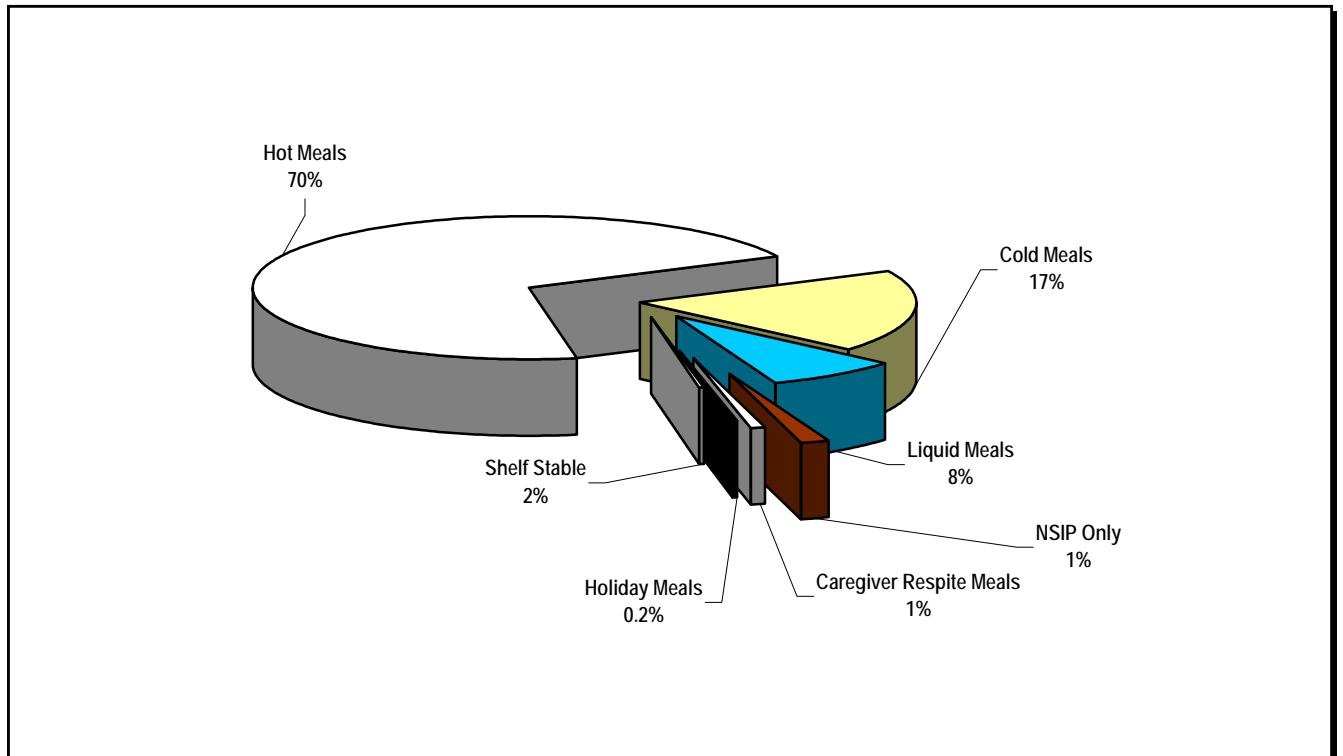


Chart 13. Home Delivered Meals Served by Meal Type



<sup>16</sup> Data on age, gender, minority status is for individuals aged 60 and older. Data on income and living alone is for individuals aged 65 and older.

**Profile of Congregate Meal Sites**

At the end of 2007 there were 643 congregate meal sites operating across Michigan. A total of 20 meal sites closed during 2007 and 17 sites opened. Charts 14 through 17 describe the service patterns, meal types, and location of congregate meal sites.

Chart 14. Congregate Meal Sites by Service Delivery Pattern

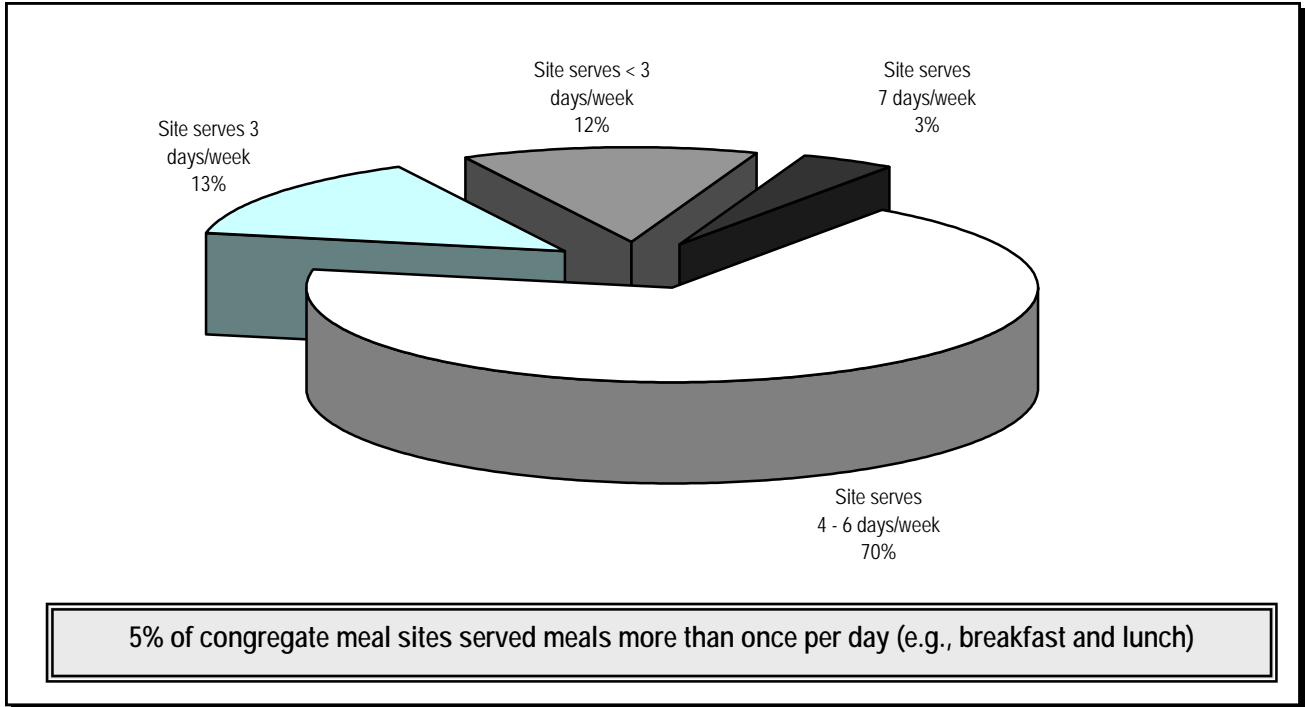


Chart 15. Congregate Meals Served by Meal Type

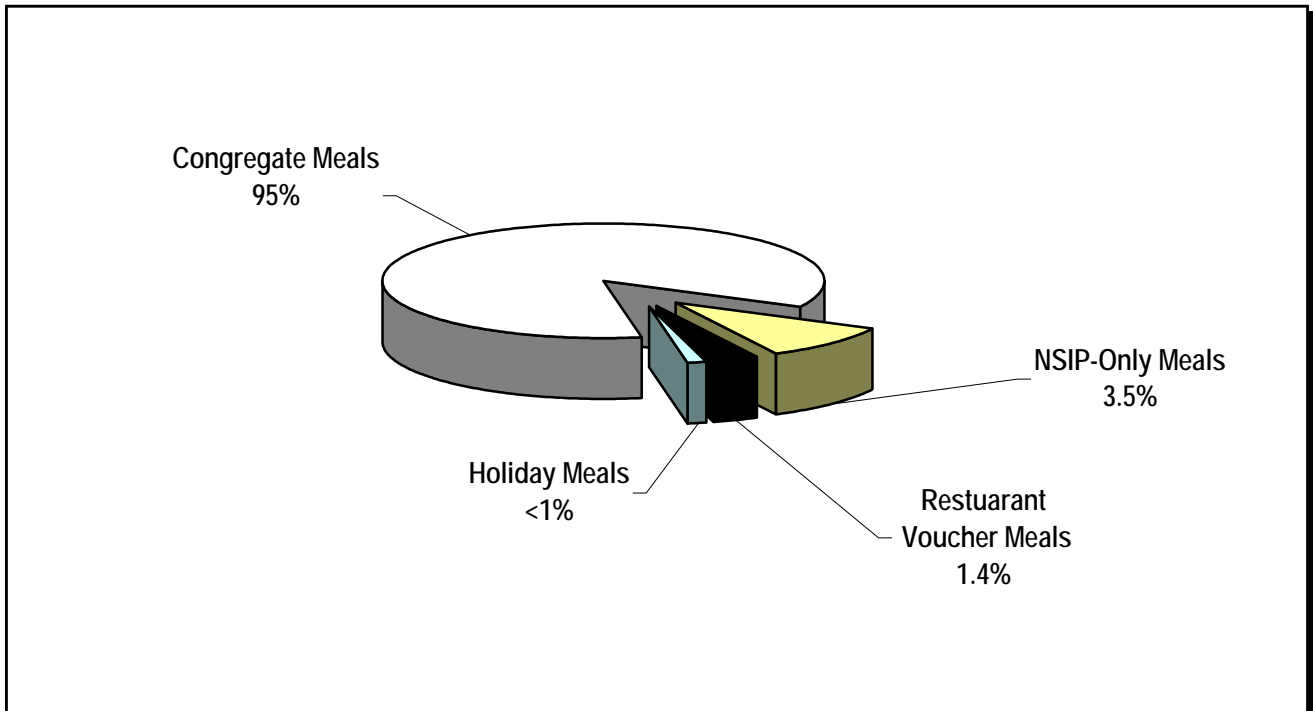




Chart 16. Congregate Meal Sites by Facility Characteristics<sup>17 18</sup>

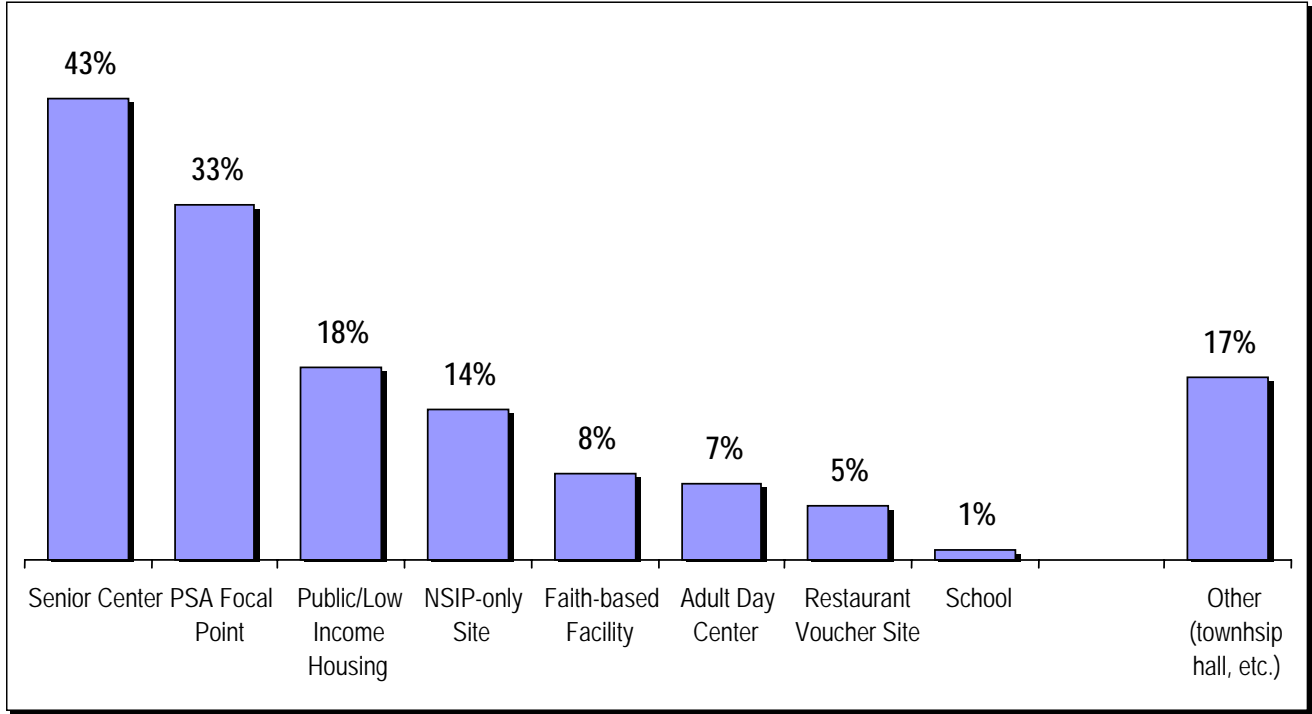
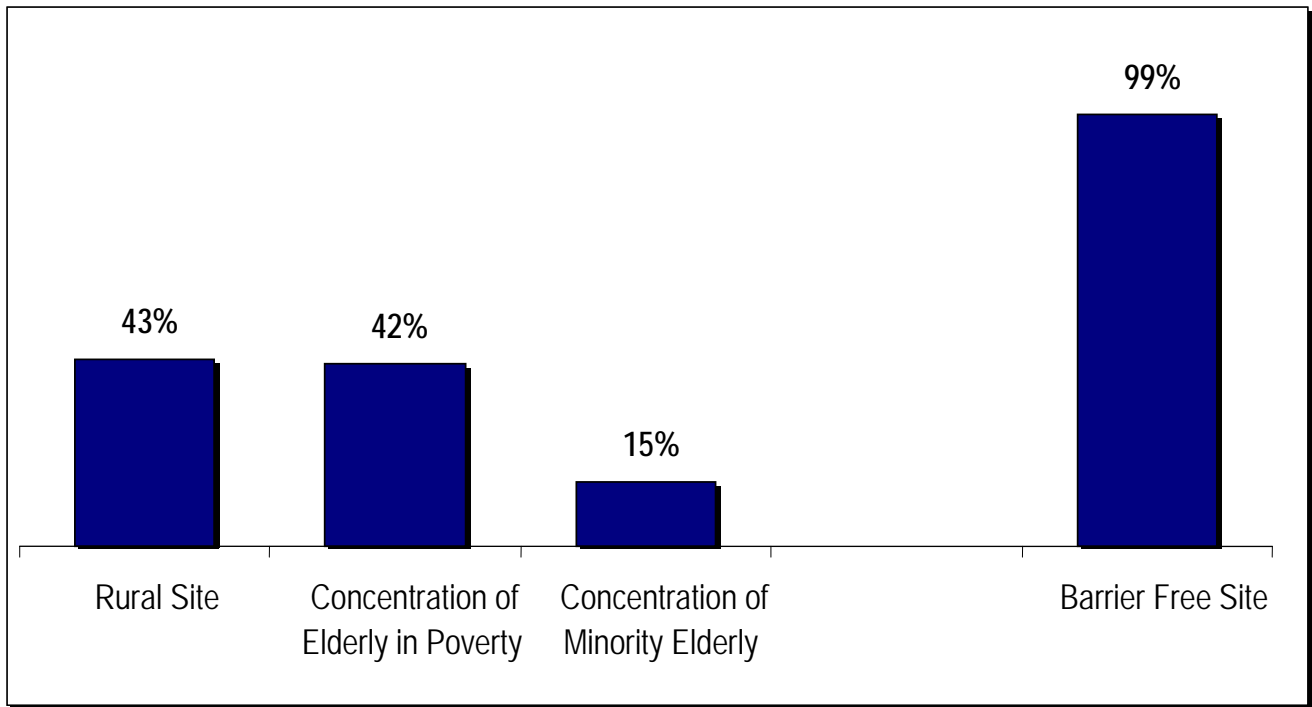


Chart 17. Congregate Meal Sites by Location Characteristics



<sup>17</sup> Totals for Chart 16 are not unduplicated. A meal site may be both a "senior center" and designated as a Planning & Service Area (PSA) focal point, and would be calculated into the percentages for both senior center and PSA focal point.

<sup>18</sup> "NSIP-only" site refers to sites that serve meals that are eligible for federal Nutrition Services Incentive Program funding, but are not supported by federal Older Americans Act or state nutrition funding.

## FY 2007 Community Services

### Community Services

The Michigan aging network offers a wide variety of services designed to assist older adults in their local communities. Community services include assistance to the hearing impaired, counseling, disease prevention, elder abuse prevention, health screening, home repair, information and assistance, legal assistance, medication management, outreach, personal emergency response, senior center staffing and operations, transportation, and vision services.<sup>19</sup>

### Profile of Community Service Clients

31% were minority by race and/or ethnicity  
 26% were low-income  
 12% were low income and minority by race and/or ethnicity  
 11% resided in rural areas

### Characteristics of Community Service Clients

A larger percentage of community service clients identified themselves as minority by race and/or ethnicity group as compared to registered clients. Smaller percentages of community service clients were low-income and rural.

### Expenditures

In 2007 more than \$9.5 million was spent providing community services. Table 10 describes expenditures and average costs for selected services.

Table 10. 2007 Community Service Expenditures and Average Annual Cost per Client and Service Unit for Selected Services

Service Category	Expenditures	Cost / Client	Cost / Unit
Information and Assistance	\$1,309,055	NA	\$7.06
Outreach	\$1,217,094	NA	\$14.44
Senior Center Staffing/Operations	\$1,078,827	\$32.02	\$16.97
Legal Assistance	\$924,598	\$76.76	\$27.48
Transportation	\$782,238	\$144.06	\$5.19
Disease Prevention	\$471,679	\$44.19	\$7.98
Medication Management	\$281,633	\$313.97	\$51.91
Elder Abuse Prevention	\$230,738	\$30.35	\$27.81
Assisted Transportation	\$181,114	\$126.92	\$10.65
Health Screening	\$165,854	\$82.11	\$53.36
Assistance to the hearing Impaired	\$114,878	\$58.43	\$26.22
Vision Services	\$98,437	\$83.21	\$46.94
Counseling	\$39,283	\$122.76	\$74.97
Personal Emergency Response	\$88,467	\$78.86	\$46.34
Home Repair	\$70,203	\$323.52	\$14.09

<sup>19</sup> Community service activities are reported in the aggregate and client counts may include duplication. Community services analysis includes data on transportation and assisted transportation units, clients and expenditures and outreach and information and assistance service units and expenditures.

## FY 2007 Caregiver Services

### Caregiver Services

Informal caregivers provide daily or episodic support, and assist with services such as bathing, banking, shopping, food preparation, and medical care. Caregiving has the potential to impact the health, work, family relationships, and finances of the caregiver. Caregivers may live with the person they are caring for, travel to provide care, or may be a long distance caregiver.

In 2007 a total of 7,984 caregivers were supported with 806,273 hours/units of adult day, respite, meals, counseling, and supplemental care. Non-registered caregivers received 37,025 hours/units of outreach, information and referral, and transportation services.

### Profile of Registered Caregivers

72% were female

48% were younger than 65 years of age

40% resided in rural areas

35% of caregivers were daughters or daughters-in-law; 30% of caregivers were spouses

25% were low-income

23% were minority by race and/or ethnicity

Table 11. Profile of Caregiving

Profile of Caregiving	
75%	Provided daily, hands-on care
75%	Have been caregiving for more than one year; 50% for three or more years
57%	Lived with the individual(s) that they care for; 35% travel up to one hour to provide care
39%	Indicated that there was no other family members willing or able to help provide care
24%	Were employed full or part-time
31%	Described their health as "fair" or "poor"
10%	Were caregiving for grandchildren

### Expenditures

In 2007 the aging network spent nearly \$14.2 million to support caregivers. Table 12 describes costs and services levels for caregiver services.<sup>20</sup>

Table 12. Caregiver Service Expenditures and Average Cost per Client and Service Unit

Service Category	Expenditures	Cost / Client	Cost / Unit
Respite Services	\$11,297,716	\$2,165.14	\$14.33
Counseling Services	\$1,162,479	\$409.32	\$66.56
Supplemental Services	\$234,035	\$1,109.17	\$417.92
Information Services	\$470,185	NA	85.09\$
Access Services	\$1,005,935	NA	\$31.94
<b>Totals</b>	<b>\$14,170,350</b>	<b>\$1,589.96</b>	<b>\$16.80</b>

<sup>20</sup> Average costs per caregiver and service units are for registered clients in respite, counseling, and supplemental services.

## Characteristics of Caregivers by Age

The characteristics of caregivers differ when broken out by the age of the caregiver. Caregivers under age 60 were more likely to be a daughter or daughter-in-law, travel to provide care, to be employed, and to indicate that others were willing to help provide care. Older caregivers were more likely to be a spouse and to report fair or poor health. Charts 18 and 19 describe characteristics for caregivers aged 60 and older and those under age 60.

Chart 18. Registered Caregivers by Age Group

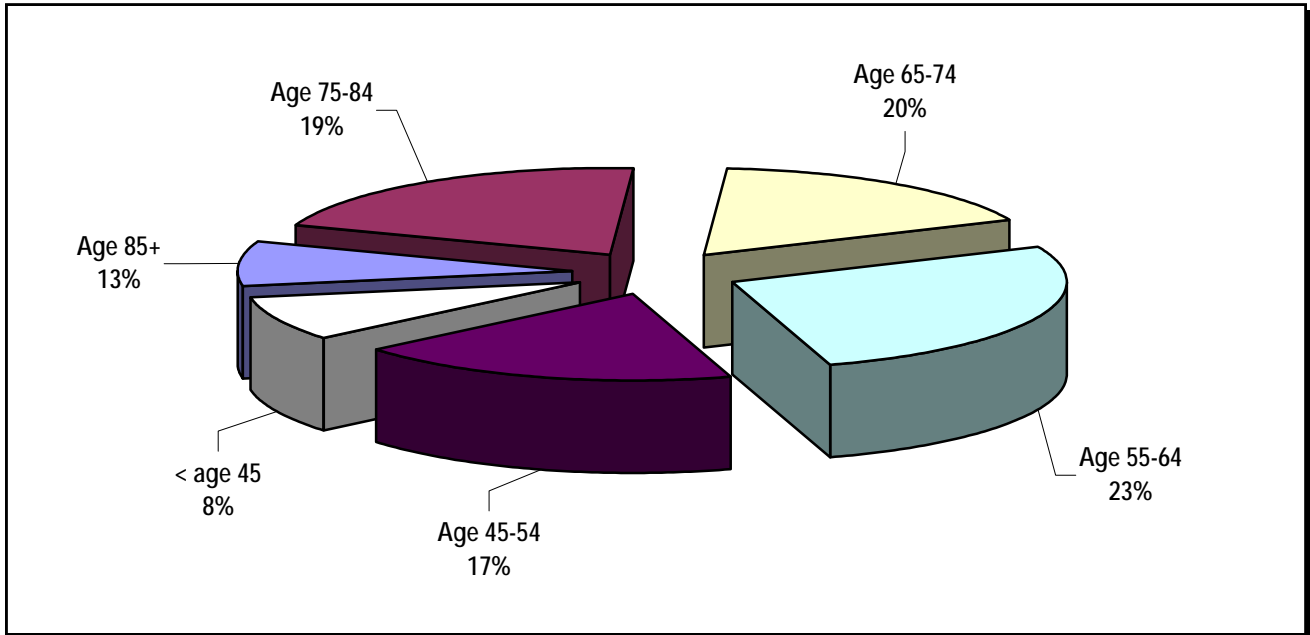
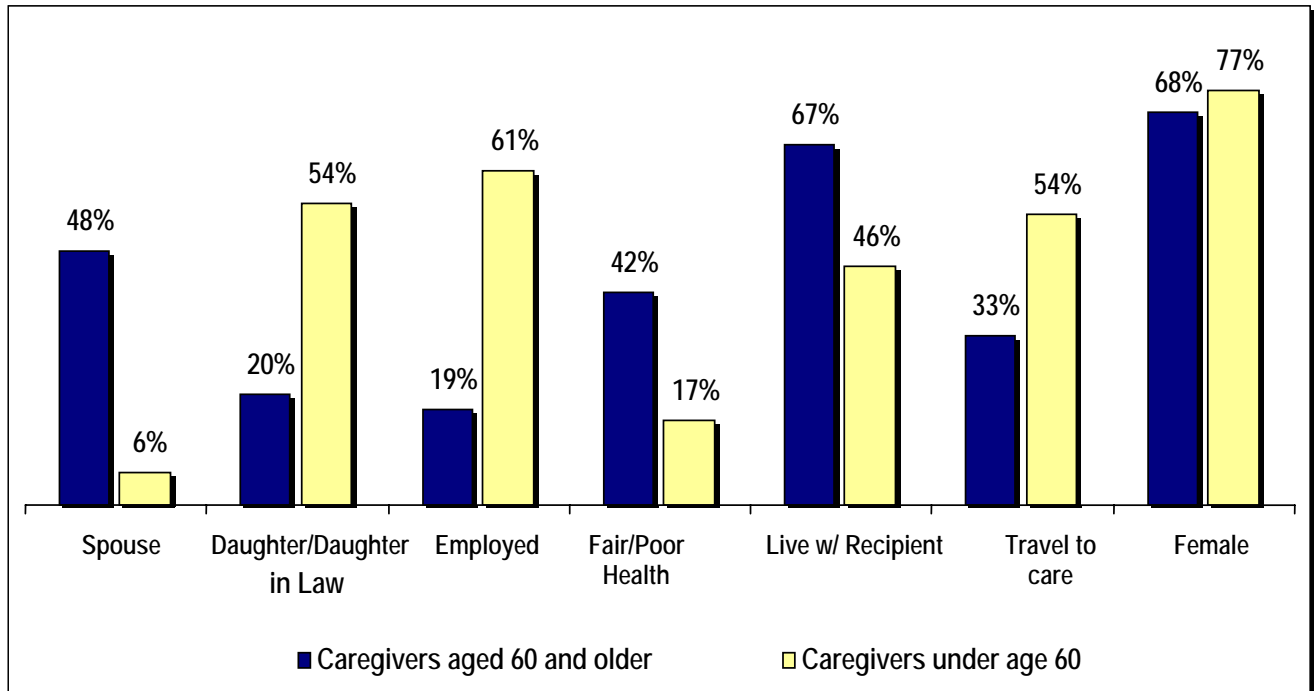


Chart 19. Registered Caregivers by Age and Selected Characteristics



### Characteristics of Caregivers by How Long They Have Been Providing Care

The characteristics of caregivers differ depending how long the caregiver has been providing care. Caregivers that have been providing care for 3 years or longer were more likely to live with the care recipient, provide daily care, and to indicate fair or poor health. Those that have not been caregiving as long were more likely to travel to provide care and to be employed. Charts 20 and 21 describe characteristics for caregivers based on how long they have been providing care.

Chart 20. Registered Caregivers by Length of Time Providing Care

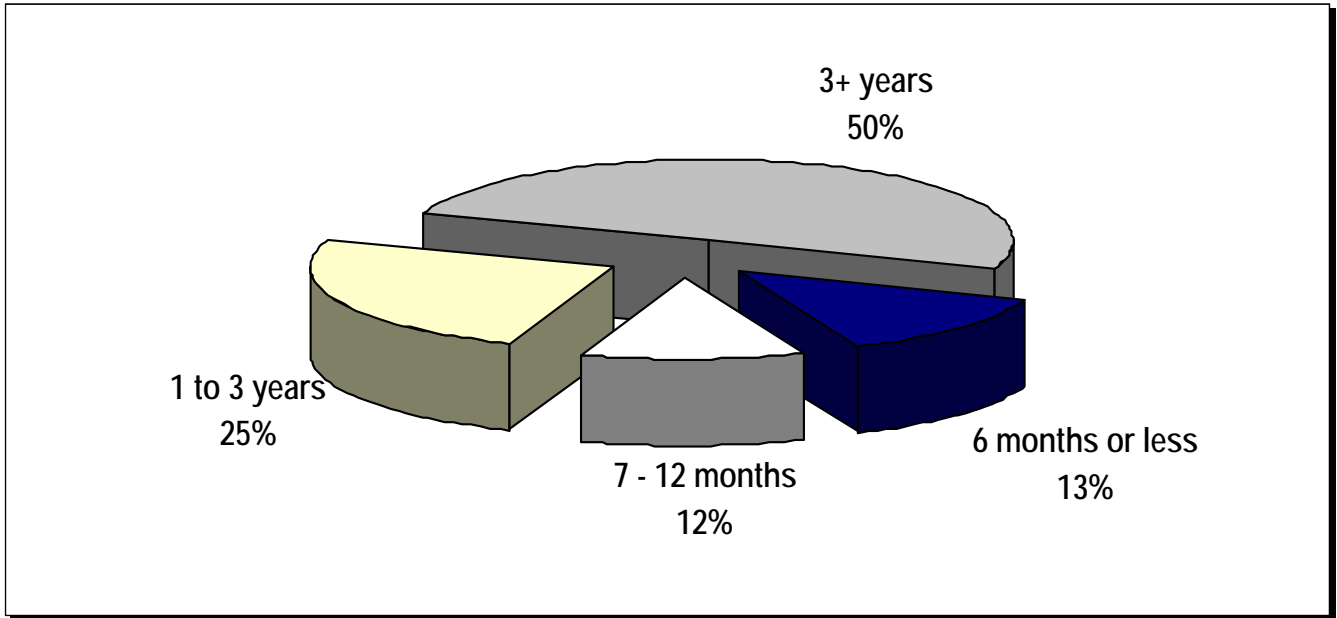
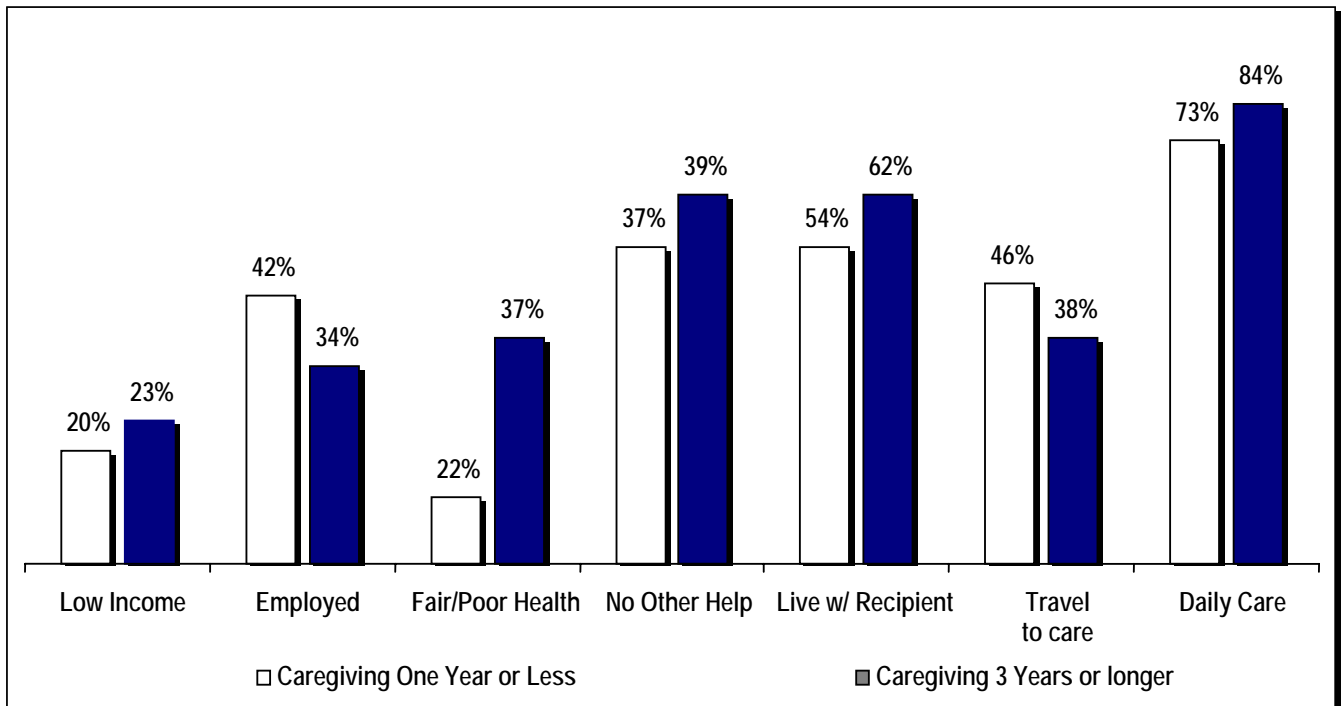


Chart 21. 2007 Registered Caregiver Characteristics by Length of Time Providing Care



### Characteristics of Caregivers by How Far They Travel to Provide Care

The characteristics of caregivers differ depending if the caregiver lives with the care recipient or travels to provide care. Those that live with the care recipient were more likely to provide daily care and to indicate fair or poor health. Those that travel were younger, more likely to be a daughter or daughter-in-law, and a larger percentage were employed. Charts 22 and 23 describe characteristics for caregivers based on the need to travel to provide care.

Chart 22. Registered Caregivers by Travel Time to Provide Care

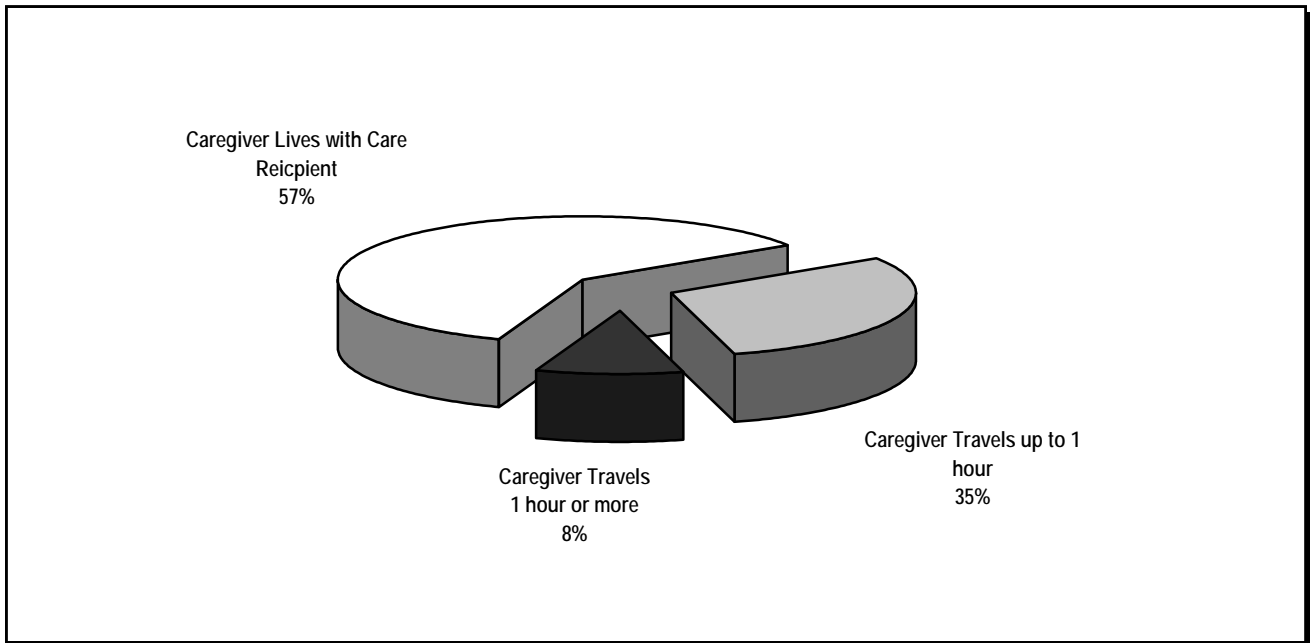
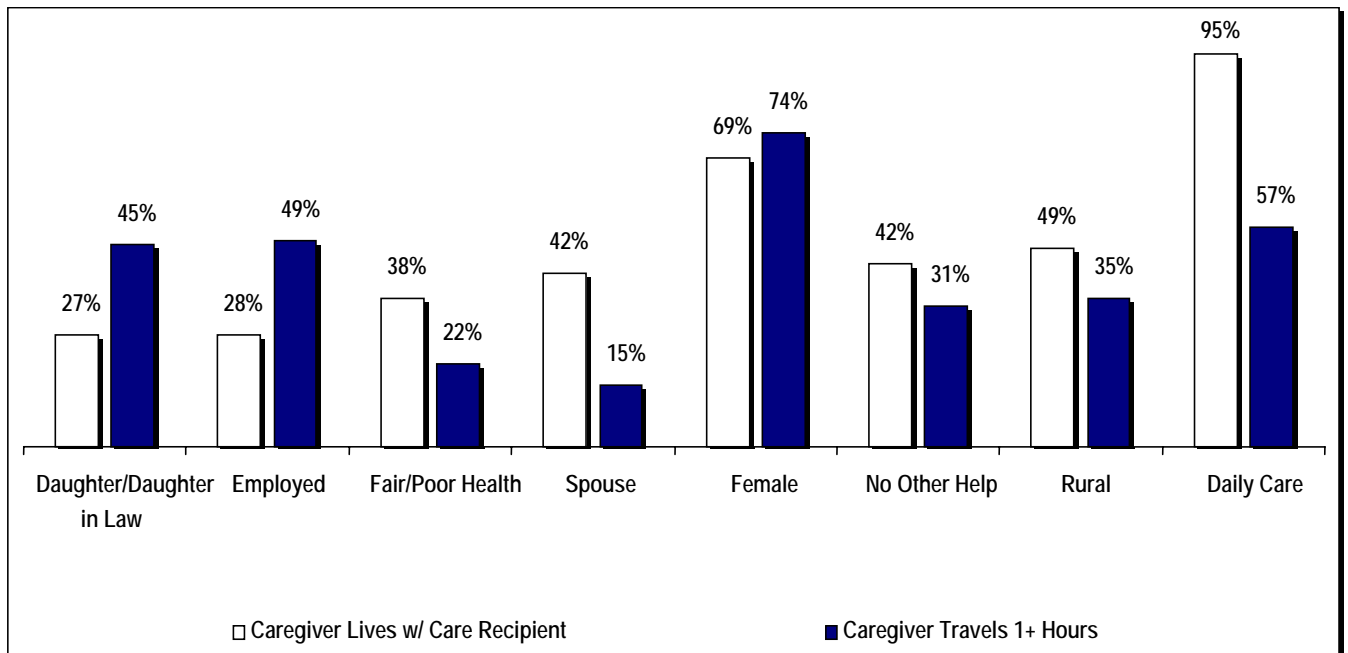


Chart 23. Registered Caregiver Characteristics by Travel Time to Provide Care



## Services to *At-Risk* In Home Service Clients in 2007

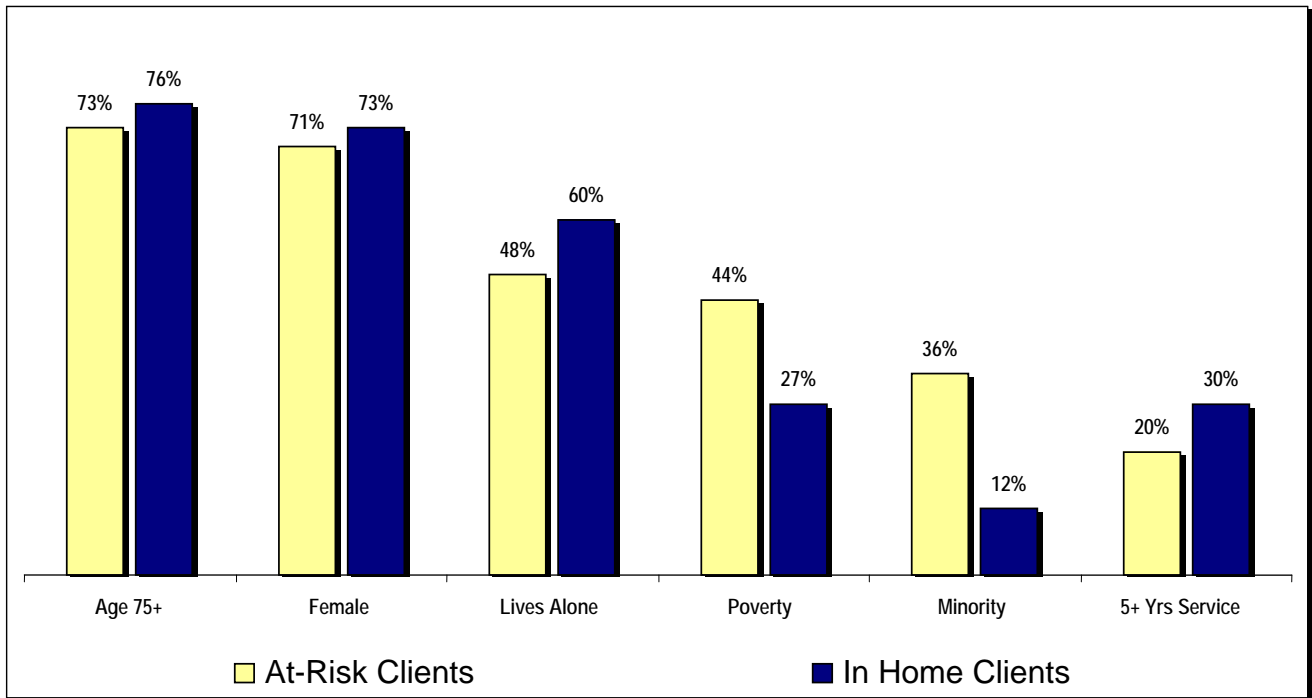
At-risk clients are a subset of the in home service population that is comprised of individuals that have specific daily activity limitations that are consistent with a nursing home level of care.<sup>21</sup>

In 2007, 4,852 unduplicated at-risk older adults received care management, case coordination & support, chore, home delivered meals, home health aide, homemaker, and personal care services. At-risk clients received 126,385 hours/units of home care and 699,912 home delivered meals.

### Profile of At-Risk Clients

- 73% were 75 years of age or older; and 36% were 85 years of age or older
- 71% were at high nutritional risk
- 71% were female
- 48% lived alone
- 44% were low-income
- 37% resided in rural areas
- 36% were minority by race
- 20% started receiving services five or more years ago

Chart 24. At-Risk Clients by Selected Characteristics



### Difficulties with Other Common Daily Activities (in addition to “at-risk” limitations)

More than 90% of at-risk clients also required assistance to walk, bathe, shop, cook, clean, and/or using private transportation.

<sup>21</sup> “At-Risk” is defined for this analysis as in home clients that require assistance with daily toileting, transferring, and mobility. These ADLs were selected for this analysis based on those identified as *Scoring Door 1* for the Michigan Medicaid Nursing Facility Level of Care Determination in MSA 04-15.

**Services Provided to At-Risk Clients**

Data on service levels to at-risk clients indicate that these clients receive services in greater proportion than they represent in the total in home service population. This suggests that client need and frailty are important factors in the delivery of services. This supports the goal of targeting services to those *most* in need within the overall aging network mission of serving as many older adults as possible. Table 13 describes the percentage of at-risk as a subset of the overall in home service population. Table 14 describes service levels to at-risk clients compared to service levels for the total in home service population. Table 16 describes the number of years that at-risk clients have been receiving aging network services as measured by initial service intake date. Chart 25 compares at-risk in home and home delivered meals clients to all homebound clients by service levels in excess of 100 hours of home care and 150 home delivered meals in 2007.

Table 13. At-Risk Clients Served

Total Homebound Clients	At-Risk Clients	At-Risk % of Total In Home Services Clients
62,816	4,852	8%

Table 14. Services to At-Risk Clients

Service Category	Service Units All In Home Clients	Service Units At-Risk Clients	At Risk Service Units % of Total
Personal Care	264,964	62,993	24%
Homemaker	341,342	49,338	14%
Care Management	26,711	5,676	21%
Chore	45,302	5,915	13%
Home Delivered Meals <sup>22</sup>	7,900,724	699,912	9%
Home Health Aide	531	121	23%
Case Coordination & Support	45,422	2,342	5%
Totals	8,624,996	826,297	10%

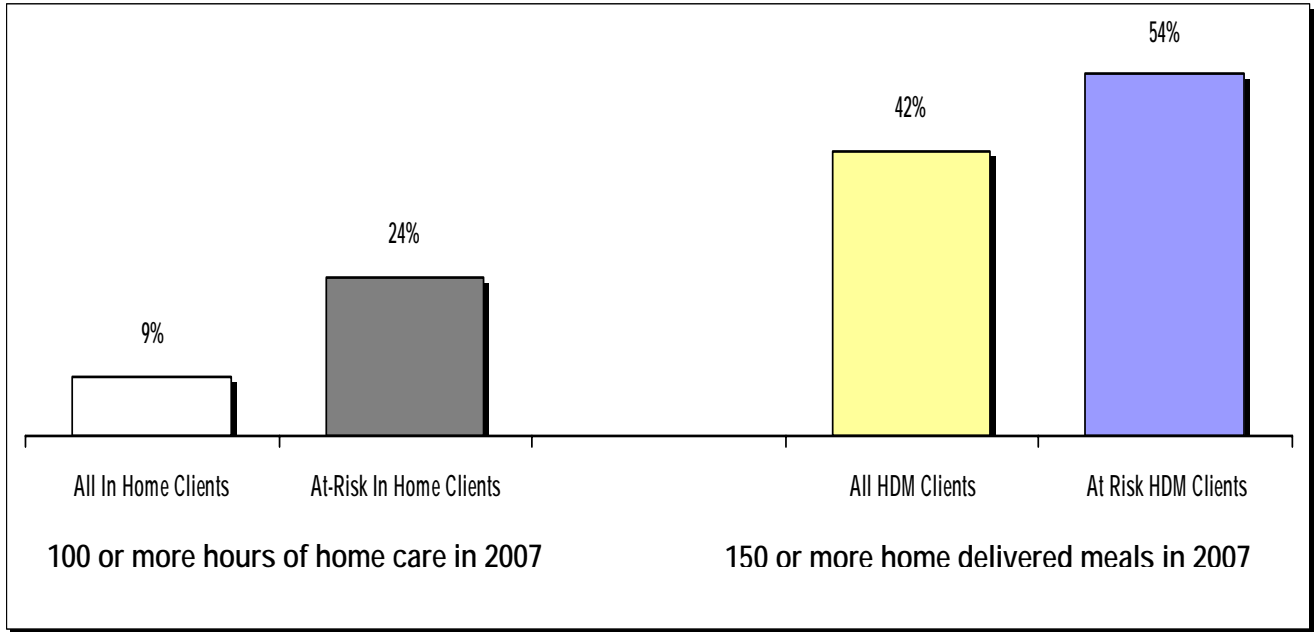
Table 15. At-Risk and In Home Service Clients by Years Since Initial Service Intake Date

Initial Service Intake 5 or more Years Ago	
In Home Service Clients	18%
At-Risk In Home Clients	20%

<sup>22</sup> Home Delivered Meal total does not include home delivered meals served to caregivers as a form of respite care.



Chart25. At-Risk and In Home Service Clients by Service Level



**Expenditures for At-Risk Clients**

In 2007 the aging network spent approximately \$5.7 million providing home care and meals to at-risk older adults. This equates to an annual average expenditure of \$1,174 per client.

Table 16. Expenditures and Service Levels to At-Risk Clients

Service	Expenditures	At-Risk Clients	At-Risk Cost / Client	Cost / Unit
Care Management <sup>23</sup>	\$1,845,562	807	See footnote 23	See footnote 23
Case Coordination & Support	\$66,334	450	\$147.41	\$28.32
Chore	\$103,716	236	\$439.47	\$17.53
Home Delivered Meals	\$3,108,853	3,695	\$841.60	\$4.44
Home Health Aide	\$8,018	15	\$534.52	\$66.26
Homemaker	\$807,038	732	\$1,102.51	\$16.36
Personal Care	\$1,374,665	843	\$1,538.72	\$21.82
<b>Totals</b>	<b>\$5,698,288</b>	<b>4,852</b>	<b>\$1,174.42</b>	<b>\$6.90</b>

<sup>23</sup> Care Management service units are calculated as 1 unit for each month or partial month that a client is active in the program. In 2007 the average annual cost per at-risk care management client was \$2,286.94 and the average cost per client month was \$325.15.

## Service Targeting in 2007

The Older Americans Act of 1965, as amended, specifies targeting to those in greatest social and economic need, with particular attention to low-income minority elderly, Native Americans, persons with Alzheimer's disease and related disorders, and rural elders. Tables 17 and 18 describe NAPIS service levels to selected target populations.

Table 17. Service Data for Selected Target Populations

<b>OLDER ADULTS SERVED IN GREATEST SOCIAL &amp; GREATEST ECONOMIC NEED</b>				
	Michigan 60+ Population <sup>24</sup>	% of Michigan 60+ Population	60+ Total Served in NAPIS 2007	% of Total NAPIS Service Population <sup>25</sup>
Total Population 60+	1,596,162		129,992 <sup>26</sup>	
White	1,400,703	88%	100,169	85%
African American	160,741	10%	15,562	13%
Asian/Pacific Islander	12,298	0.8%	871	0.7%
American Indian/Alaskan	4,658	0.3%	659	0.6%
Hispanic (of any race)	18,653	1.2%	1,566	1.3%
Low-income	96,116	8%	28,311	29%
Rural	427,733	27%	60,526	48%

Table 18. Caregiver Service Data for Selected Target Populations

<b>CAREGIVERS SERVED IN GREATEST SOCIAL &amp; GREATEST ECONOMIC NEED</b>				
	Michigan 18+ Population <sup>27</sup>	% of Michigan 18+ Population	Total Caregivers Served in 2007 <sup>28</sup>	% of Total NAPIS Service Population
Total Population	7,239,684		7,983	
White	6,028,037	83.3%	5,354	77%
African American	958,883	13.2%	1,482	21%
Asian/Pacific Islander	130,599	1.8%	39	0.6%
American Indian/Alaskan	39,991	0.6%	26	0.4%
Hispanic (of any race) <sup>29</sup>	200,496	2.7%	117	1.7%
Low-income	NA	13.5%	1,501	25%
Rural	2,518,920	25.3%	2,919	40%

<sup>24</sup> Source: 2000 U.S. Census

<sup>25</sup> Totals for clients in registered services. Percentages are based on counts of clients with known race/ethnicity, poverty status, and rural status. Totals do not include non-registered clients due to duplication in the aggregate reporting of non-registered services.

<sup>26</sup> Client race/ethnicity data is based on registered clients with reported race and/or ethnicity. Of 129,992 registered clients in 2007, a total of 118,253 provided race/ethnicity information.

<sup>27</sup> Source: 2000 U.S. Census. Race totals for Individuals aged 18 and older reporting one race.

<sup>28</sup> Totals for caregivers in registered services. Percentages are based on counts of caregivers with known race/ethnicity, poverty status, and rural status. Totals do not include non-registered caregivers due to duplication in the aggregate reporting of non-registered services.

<sup>29</sup> Hispanic data is based upon a total of 7,342,677 individuals aged 18 and older in Michigan reporting one or more races.

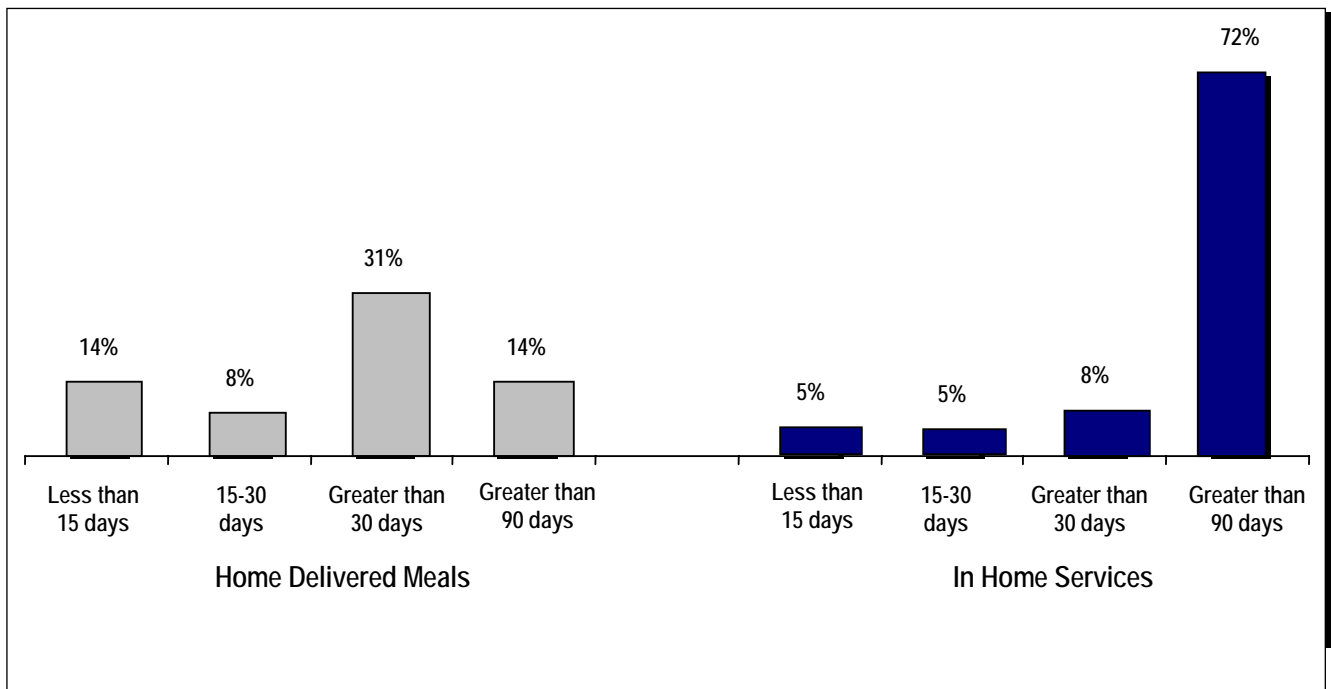
## Aging Network Waiting Lists in 2007

Under OSA requirements, area agencies on aging are required to submit quarterly waiting list reports for home delivered meals and in home services. The reports include the number of individuals that are likely to be eligible for service, but cannot be served due to limitations on program resources. Additionally, the reports describe the length of stay for individuals on the lists. Table 19 and chart 26 below describe the in home services and home delivered meals waiting lists as of September 30, 2007.<sup>30</sup>

Table 19. Home Delivered Meals and In Home Services Waiting Lists

	Home Delivered Meals	In Home Services
Total count of individuals on waiting list:	647	3,727
Referred by hospital due to imminent discharge:	34	15

Chart 26. Home Delivered Meals and In Home Services Waiting Lists by Number of Days on List



<sup>30</sup> September 30, 2007 is the last day of fiscal year 2007 and the end of the reporting period for this report.

## OSA and the National Aging Network (2006)<sup>31</sup>

OSA, AAAs, service providers, caregivers, and volunteers in Michigan are part of a national network of federal, state, local agencies, tribal and native organizations, and individuals across the country that support services to older adults. In 2006 the national aging network planned, coordinated and delivered services to 9.5 million individuals. OSA is a sister agency to 56 state units on aging (SUAs). Tables 20 through 22 and Charts 27 and 28 provide a snapshot of service, expenditure patterns, and staffing for Michigan and several other states with comparable numbers of adults aged 60 and older.<sup>32</sup>

Table 20. NAPIS Client Counts and Profiles for Selected States (2006)

State	Age 60+ Population	% Age 60+	Registered Clients	% Clients vs. Population	% Minority	% Rural	% Low Income
Ohio	2,051,874	18%	81,841	4%	13%	31%	23%
<b>Michigan</b>	<b>1,725,900</b>	<b>17%</b>	<b>135,814</b>	<b>8%</b>	<b>13%</b>	<b>44%</b>	<b>20%</b>
Illinois	2,075,672	16%	205,384	10%	11%	15%	13%
New Jersey	1,528,284	18%	84,898	6%	21%	0%	30%

Table 21. SUA Service Expenditures for Selected States (2006)

State	Total Service Expenditures	OAA Title III Expenditures	% OAA Title III of Total Service Expenditures
Ohio	\$108,153,679	\$33,856,698	31%
<b>Michigan</b>	<b>\$95,323,574</b>	<b>\$29,679,986</b>	<b>31%</b>
Illinois	\$78,164,936	\$29,051,103	37%
New Jersey	\$64,120,384	\$25,079,746	39%

Table 22. Service Snapshot: SUAs by Selected Registered Service Category (2006)<sup>33</sup>

Service Category	Michigan	Ohio	Illinois	New Jersey
Home Delivered Meals	<b>8,124,741</b>	5,996,363	6,835,671	4,000,637
Congregate Meals	<b>3,142,454</b>	2,603,329	2,903,911	1,956,284
Homemaker	<b>366,175</b>	151,701	2,939	53,471
Personal Care	<b>302,266</b>	163,322	0	2,787
Transportation	<b>150,987</b>	1,259,358	759,516	639,282
Information & Assistance	<b>194,480</b>	4,027	782,076	306,970
Chore	<b>44,019</b>	33,339	64,717	38,797
Outreach	<b>89,015</b>	21,675	13,860	41,419
Legal Assistance	<b>45,049</b>	19,972	29,755	27,614
<i>Count of Local Service Providers</i>	<b>1,099</b>	423	240	242
<i>% Minority-owned Service Providers</i>	<b>10%</b>	NA	NA	NA

<sup>31</sup> 2006 is the most recent national and state NAPIS SPR data are available from the federal Administration on Aging.

<sup>32</sup> Administration on Aging data for FY 2006 ([www.aoa.gov/prof/agingnet/NAPIS/SPR/2006SPR/Profiles/2006profiles.asp](http://www.aoa.gov/prof/agingnet/NAPIS/SPR/2006SPR/Profiles/2006profiles.asp)).

States included in this analysis have 60+ populations between 3.2% and 4.3% of the total US population in the 2000 US Census.

<sup>33</sup> Service units based on AoA-defined NAPIS registered services as reported in FY 2006 NAPIS SPR state tables.

Chart 27. Staffing for Selected State Units on Aging (2006)<sup>34</sup>

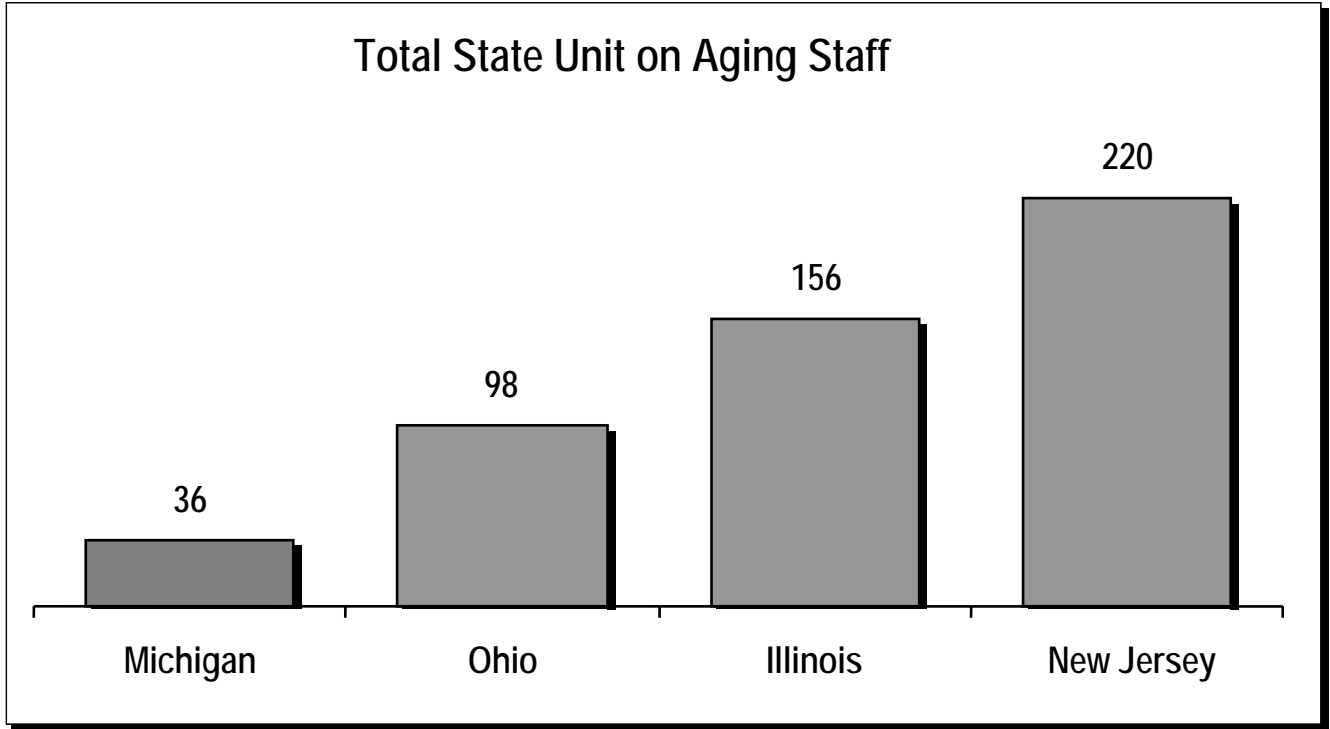
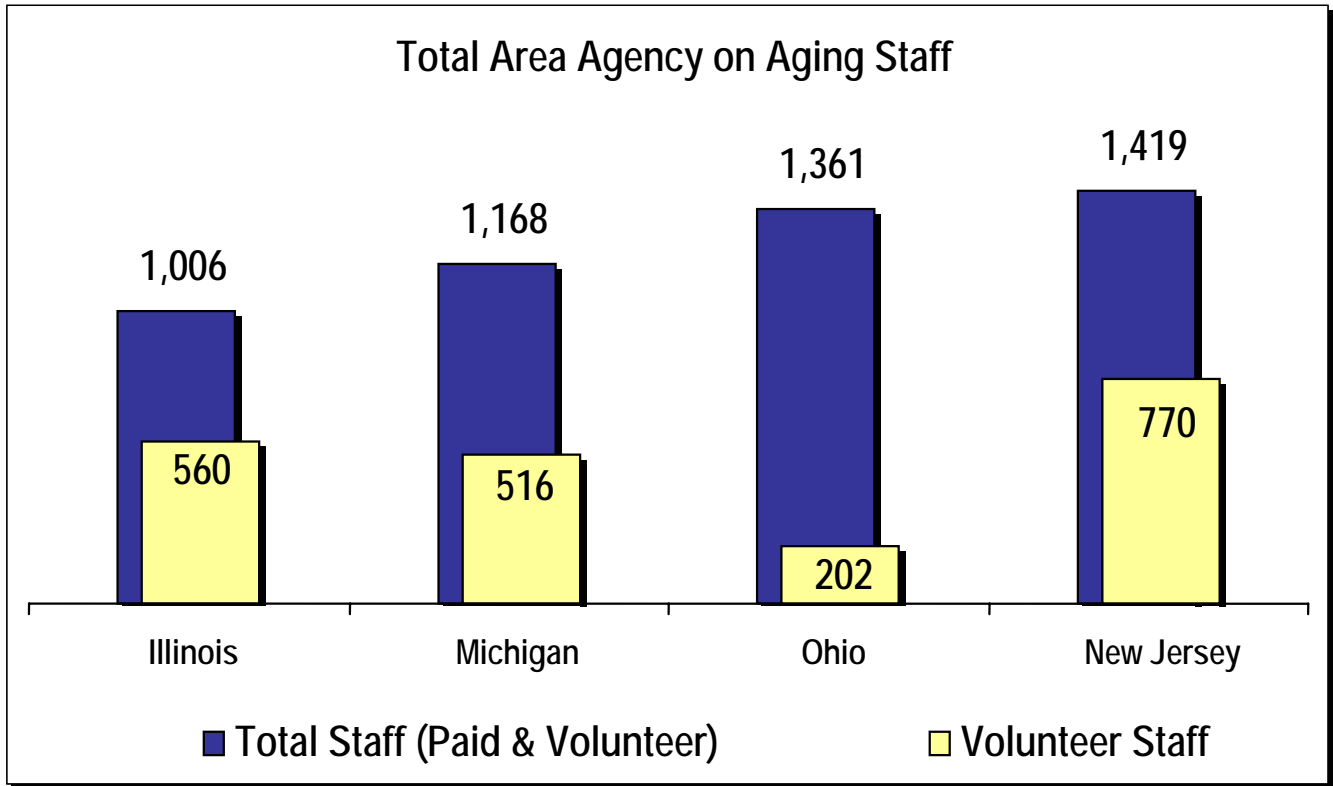


Chart 28. Area Agency on Aging Staffing for Selected States (2006)<sup>35</sup>



<sup>34</sup> Staffing totals include reported full-time equivalent staff for selected states as of 9/30/2006.

<sup>35</sup> Area agency on aging totals include paid and volunteer staff and subtotals for volunteer staff.

## Data Sources and Considerations

### Data Sources:

#### National Aging Program Information System

Michigan is required by the federal Administration on Aging (AoA) to submit an annual state-level report of activities carried out under Title III and Title VII of the OAA. This information is submitted in the National Aging Program Information System State Program Report (NAPIS SPR).

Federal NAPIS SPR requirements group services into "clusters" and into "registered" and "non-registered" services. NAPIS data collection requirements vary according to service cluster and registration requirements. Client registration is required for cluster I, II, and IV services. Clusters III and V services are non-registered. Registration data collected on cluster I, II, and IV clients includes demographic and service enrollment information. Cluster I client data also includes information on Impairments in Activities of Daily Living (ADLs) and Impairments in Instrumental Activities of Daily Living (IADLs). Cluster I and IV service unit data are client-specific. Cluster II service unit information is reported in the aggregate. Cluster III and V client data and service unit information is reported in the aggregate. A breakout of NAPIS service cluster and a description of registered versus non-registered services is shown in Appendix I.

### Data Considerations:

#### Scope of Report

This analysis summarizes the reporting of client and service-related information from source data for Michigan's NAPIS State Program Report (SPR) for FY 2007. Data presented in this report is aggregated differently and service information is broken out more precisely than the more general requirements of the NAPIS SPR. Slight modifications have been made to the source data since the 2007 NAPIS SPR was generated and submitted to AoA in January 2007.

Most client and service data for federal OAA and state-funded aging programs are collected in OSA's NAPIS 2.0 software and reported in the NAPIS SPR. This is because a mix of federal, state and local resources fund most aging programs and services in Michigan. Federal requirements indicate that NAPIS is designed to provide information on all clients, service units and expenditures for services that are funded *in whole or in part* by OAA funding. Information on clients, providers, and units related to a service is reported as a "whole" in the SPR, even if the OAA funding is one of several funding sources used to support the service. This is based on an assumption that all service units and clients are attributable to the presence of OAA funding.

#### Reporting Period

The reporting period for this analysis was October 1, 2006 through September 30, 2007 (Fiscal Year 2007).

#### Impairments in Activities of Daily Living (ADLs)

The AoA definition of ADL impairment used for OAA reporting purposes is: "the inability to perform one or more of the following six activities of daily living without personal assistance, stand-by assistance, supervision or cues: eating, dressing, bathing, toileting, transferring in and out of bed/chair, and walking. "

**Impairments in Instrumental Activities of Daily Living (IADLs)**

The AoA definition for IADL impairments used for OAA reporting purposes is: the inability to perform one or more of the following eight instrumental activities of daily living without personal assistance, or stand-by assistance, supervision or cues: preparing meals, shopping for personal items, medication management, managing money, using telephone, doing heavy housework, doing light housework, and transportation ability.

**Service Unit & Reporting Definitions**

OSA service standards and Federal NAPIS SPR definitions vary in the way in which service information is aggregated, reported, and defined. Appendix II provides a list of NAPIS-reportable services and instructions and definitions for OSA service standard compliance and NAPIS SPR reporting.

## APPENDIX I

NAPIS Service Cluster	NAPIS Service Name (1)	Client Type for Service Enrollment	Client Registration Required (2)	Units Reporting Requirement (3) & (4)
I	Care Management	Care Recipient	Yes	Client-Level
I	Case Coordination & Support	Care Recipient	Yes	Client-Level
I	Chore Services	Care Recipient	Yes	Client-Level
I	Home Delivered Meals	Care Recipient	Yes	Client-Level
I	Home Health Aide	Care Recipient	Yes	Client-Level
I	Home Support	Care Recipient	Yes	Client-Level
I	Homemaker	Care Recipient	Yes	Client-Level
I	Personal Care	Care Recipient	Yes	Client-Level
II	Assist Transportation	Care Recipient	Yes	Aggregate
II	Congregate Meals	Care Recipient	Yes	Aggregate
II	Nutrition Counseling	Care Recipient	Yes	Aggregate
III	Counseling	Care Recipient	No	Aggregate
III	Disaster Advocacy & Outreach	Care Recipient	No	Aggregate
III	Disease Prevention/Health Promotion	Care Recipient	No	Aggregate
III	Elder Abuse Prevention	Care Recipient	No	Aggregate
III	Friendly Reassurance	Care Recipient	No	Aggregate
III	Health Screening	Care Recipient	No	Aggregate
III	Hearing Services	Care Recipient	No	Aggregate
III	Home Injury Control	Care Recipient	No	Aggregate
III	Home Repair	Care Recipient	No	Aggregate
III	Information & Referral	Care Recipient	No	Aggregate
III	Legal Assistance	Care Recipient	No	Aggregate
III	Medication Management	Care Recipient	No	Aggregate
III	Nutrition Education	Care Recipient	No	Aggregate
III	Other	Care Recipient	No	Aggregate
III	Outreach	Care Recipient	No	Aggregate
III	Personal Emergency Response	Care Recipient	No	Aggregate
III	Senior Center Operations	Care Recipient	No	Aggregate
III	Senior Center Staffing	Care Recipient	No	Aggregate
III	Transportation	Care Recipient	No	Aggregate
III	Vision Services	Care Recipient	No	Aggregate
IV	Adult Day Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Caregiver Counseling - Other	Caregiver	Yes	Client-Level (Caregiver)
IV	Caregiver Defined Supplemental	Caregiver	Yes	Client-Level (Caregiver)
IV	Caregiver Defined Supplemental - Direct Payment	Caregiver	Yes	Client-Level (Caregiver)
IV	Caregiver Defined Supplemental - Other	Caregiver	Yes	Client-Level (Caregiver)
IV	Caregiver Defined Supplemental - PERs	Caregiver	Yes	Client-Level (Caregiver)
IV	Caregiver Individual Counseling	Caregiver	Yes	Client-Level (Caregiver)
IV	Caregiver Support Group	Caregiver	Yes	Client-Level (Caregiver)
IV	Caregiver Training	Caregiver	Yes	Client-Level (Caregiver)
IV	Chore Services - Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Home Delivered Meals - Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Home Health Aide - Respite Care	Caregiver	Yes	Client-Level (Caregiver)



NAPIS Service Cluster	NAPIS Service Name	Client Type for Service Enrollment	Client Registration Required (1)	Units Reporting Requirement (2) & (3)
IV	Home Modification	Caregiver	Yes	Client-Level (Caregiver)
IV	Homemaker - Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	In Home Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Kinship Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Medical Equip/Supplies	Caregiver	Yes	Client-Level (Caregiver)
IV	Other Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Out of Home Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Overnight Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Personal Care - Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Respite Care - Direct Payment	Caregiver	Yes	Client-Level (Caregiver)
IV	Specialized Respite Care	Caregiver	Yes	Client-Level (Caregiver)
IV	Volunteer Respite Care	Caregiver	Yes	Client-Level (Caregiver)
V	Caregiver Case Management	Caregiver	No	Aggregate (3)
V	Caregiver Health Education	Caregiver	No	Aggregate
V	Caregiver Information & Assistance	Caregiver	No	Aggregate
V	Caregiver Nutrition Counseling	Caregiver	No	Aggregate
V	Caregiver Nutrition Education	Caregiver	No	Aggregate
V	Caregiver Outreach	Caregiver	No	Aggregate
V	Caregiver Transportation	Caregiver	No	Aggregate
V	Other Caregiver Services (Non-Registered)	Caregiver	No	Aggregate

NOTES
1) Some services that appear on the chart above are not included on the current NAPIS Client Registration Form. This is most often because: they have been combined into another, more comprehensive service standard; they are seldom or no longer used; and/or they originate from a AAA regional service definition.
2) Client Registration is defined as the requirement that an attempt is made to collect information contained on the NAPIS Client Registration Form. This information then entered into the NAPIS 2.0 software application for each individual client.
3) Service units are either reported at the <i>client-level</i> (defined as entering service units for individual client records in the NAPIS 2.0 software application) or in the <i>aggregate</i> (defined as entering aggregate unit counts at the service and vendor-level).
4) Aggregate Cluster 5 caregiver units are entered for caregivers caring for <i>care recipients</i> (i.e., non-grandchildren and/or individuals age 18 and older) or for caregivers caring for <i>grandchildren</i> or those under age 19.

APPENDIX II

OSA Service Name	NAPIS Reporting - Service Name & Service Cluster (Per AoA Reporting Requirements)	OSA Unit of Service (Per OSA Service Standards)	NAPIS Reporting - Unit of Service Definition (Per AoA Reporting Requirements)
<b>Access Services</b>			
Care Management (CM)	Case Management (Cluster I Service)	Assessment & ongoing CM of an individual	No AoA NAPIS CM definition Use OSA reporting definition - (Each month participant is active in CM program)
Case Coordination & Support (CCS)	Case Management (Cluster I Service)	One hour of component CCS functions <sup>1</sup>	One hour of allowable activities
Disaster Advocacy & Outreach (DAO)	Reported under Cluster III Other service in OSA's NAPIS Application	Each hour of community education activities	No AoA NAPIS DAO definition Use OSA reporting definition - (Each hour of allowable activities)
Information & Assistance (I&A)	Information & Assistance (Cluster III Service)	One hour of component I&A functions	One Contact
Outreach	Outreach (Cluster III Service)	One hour of outreach service	One Contact
Transportation <sup>ii</sup>	Transportation (Cluster III Service) Assisted Transportation (Cluster II Service)	Transportation & Assisted Transportation: One, one-way trip per person	<u>Transportation</u> : One, one-way trip (no other activities)  <u>Assisted Transportation</u> : One-one way trip to a person who has physical or cognitive difficulties (may include escort)
<b>In Home Services</b>			
Chore	Chore (Cluster I Service)	One hour of allowable chore tasks	One hour of allowable activities
Home Care Assistance (HCA) <sup>iii</sup>	Personal Care or Homemaker (Cluster I Services)	One hour of allowable HCA activities	One hour of allowable personal care or homemaker activities
Home Injury Control	Reported under Cluster III Home Injury Control service in OSA's NAPIS Application	Installation/maintenance of one safety device in older adult's residence	NAPIS Cluster III Service Use OSA Definition - (Installation/maintenance of one safety device in residence)
Homemaking	Homemaker (Cluster I Service)	One hour of allowable homemaking activities	One hour of allowable activities
Home Health Aide (HHA)	Reported under Cluster I Home Health Aide in OSA's NAPIS Application	One hour spent performing HHA activities	NAPIS Cluster III Service Use OSA Definition - (One hour of allowable HHA activities)
Medication Management	Reported under Cluster III Medication Management service in OSA's NAPIS Application	Each 15 minutes (.25 hours) of allowable activities	NAPIS Cluster III Service Use OSA Definition - (15 minutes of allowable activities)
Personal Care	Personal Care (Cluster I Service)	One hour spent performing personal care activities	One hour of allowable activities
Personal Emergency Response (PERS)	Reported under Cluster III PERS service in OSA's NAPIS Application	One month of monitoring client & each occurrence of equipment installation	NAPIS Cluster III Service Use OSA Definition - (One month/occurrence of allowable activities)
Friendly Reassurance	Reported under Cluster III Friendly Reassurance service in OSA's NAPIS Application	Each contact w/ homebound older person	NAPIS Cluster III Service Use OSA Definition - (One contact w/ older person)

OSA Service Name	NAPIS Reporting - Service Name & Service Cluster (Per AoA Reporting Requirements)	OSA Unit of Service (Per OSA Service Standards)	NAPIS Reporting - Unit of Service Definition (Per AoA Reporting Requirements)
<b>Nutrition Services</b>			
Congregate Meals	Congregate Meals (Cluster II Service)	One meal to an eligible participant	One meal to an eligible participant
Home Delivered Meals	Home Delivered Meals (Cluster I Service)	One meal to an eligible participant	One meal to an eligible participant
Nutrition Counseling	Nutrition Counseling (Cluster II Service)	One hour of advice and guidance	One Hour
Nutrition Education	Nutrition Education (Cluster III Service)	One educational session	One education session
<b>Community Services</b>			
Disease Prevention/Health Promotion	Reported under Cluster III Disease Prevention/Health Promotion service in OSA's NAPIS Application	One activity session or hour of related service provision	NAPIS Cluster III Service Use OSA Definition - (One session/hour of allowable activities)
Health Screening	Reported under Cluster III Health Screening service in OSA's NAPIS Application	One complete health screening per client, per year (including referral & follow-up)	NAPIS Cluster III Service Use OSA Definition - (One complete screening per client, per year)
Assistance to the Hearing Impaired	Reported under Cluster III Services to Hearing Impaired service in OSA's NAPIS Application	One hour of allowable activities or each community session	NAPIS Cluster III Service Use OSA Definition - (One hour/community session of allowable activities)
Home Repair	Reported under Cluster III Home Repair service in OSA's NAPIS Application	One hour of allowable home repair activities	NAPIS Cluster III Service Use OSA Definition - (One hour of allowable activities)
Legal Assistance	Legal Assistance (Cluster III Service)	One hour of an allowable service component	One Hour
Long Term Care Ombudsman	Reported under Cluster III LTC Ombudsman service in OSA's NAPIS Application	One hour of family support, complaint investigation/resolution, community education or volunteer support activities	NAPIS Cluster III Service Use OSA Definition - (One hour of allowable activities)
Senior Center Operations	Reported under Cluster III Senior Center Operations service in OSA's NAPIS Application	One hour of senior center operation	NAPIS Cluster III Service Use OSA Definition - (One hour of senior center operation)
Senior Center Staffing	Reported under Cluster III Senior Center Staffing service in OSA's NAPIS Application	One hour of staff time worked	NAPIS Cluster III Service Use OSA Definition - (One hour of staff time)
Vision Services	Reported under Cluster III Vision Services in OSA's NAPIS Application	One hour of service provided or one group education session	NAPIS Cluster III Service Use OSA Definition - (One hour/session of allowable activities)
Programs for Prevention of Elder Abuse, Neglect, & Exploitation	Reported under Cluster III Elder Abuse Prevention service in OSA's NAPIS Application	One hour of contact with organizations to develop coordinated, comprehensive services	NAPIS Cluster III Service Use OSA Definition - (One contact for allowable activities)

OSA Service Name	NAPIS Reporting - Service Name & Service Cluster (Per AoA Reporting Requirements)	OSA Unit of Service (Per OSA Service Standards)	NAPIS Reporting - Unit of Service Definition (Per AoA Reporting Requirements)
Counseling Services	Reported under Cluster III Counseling service in OSA's NAPIS Application	One hour of counseling services (including direct client contact & indirect client support)	NAPIS Cluster III Service Use OSA Definition - (One hour of allowable activities)
<b>Caregiver Services</b>			
Caregiver Education Support & Training	Caregiver Counseling: Individual, Support Group, Training, or Other	One hour of counseling or one session	One hour of counseling or session
Respite Care, Adult Day Care, Dementia Adult Day Care, Specialized Respite Care, & Kinship Respite Care	Respite Care	One hour of care provided per client	One hour of care provided per client
Caregiver Supplemental Services	Caregiver Supplemental Services	One good or service purchased or each hour or related service provision	One good or service purchased or each hour or related service provision
Caregiver Education Support & Training OR Caregiver Supplemental Services	Non-Registered Caregiver Services: Caregiver Case Management, Health Education, Transportation, Nutrition Counseling/Education, Information & Assistance	One activity session or hour of education, support, and/or training service provision	One activity session or hour of education, support, and/or training service provision

<sup>i</sup> "Allowable activities" and "component [service] functions" are described in OSA Operating Standards for Service Programs.

<sup>ii</sup> AoA NAPIS definitions include both Transportation and Assisted Transportation as separate service definitions. NAPIS "Assisted Transportation" is a "registered" service in NAPIS (i.e., requires client NAPIS registration form). NAPIS "Transportation" is a non-registered service (i.e., no client registration form). All of the activities allowable under the federal service definitions for "Transportation" and "Assisted Transportation" are allowable under the OSA "Transportation" service definition. AAAs may report units and clients in NAPIS for one or both federal transportation services based upon the nature of the transportation activities provided.

<sup>iii</sup> Home care assistance is not an AoA-recognized NAPIS service. Home care assistance client and service units are to be reported in NAPIS under the federal personal care and/or homemaker services as appropriate (i.e., per allowable service activities).