

PROFILE OF NEED

DESCRIPTIONS OF CLIENT NEED CATEGORIES

The following is a list of descriptions of the items listed in the Profile of Need. These are the needs that have been determined by the case manager and/or benefits counselor through the assessment of the client's status.

Select all of the needs that describe the client's status including those which you will be able to address and for which you will refer the client to another service agency. Indicate those issues that you are unable to address or refer as unmet needs for the client.

ADL/IADL IMPAIRMENT

Cooking/Meal Prep. - can include menu planning, preparing, cooking, and clean up at completion of tasks.

Shopping - going to the store and purchasing food and other items needed by the client. May include assistance in preparing a list.

Personal Care - hands-on assistance in activities such as eating, grooming, bathing, toileting, transferring, or ambulating. Most often these are referred to as personal care services.

Housecleaning - assistance with tasks such as vacuuming, mopping, sweeping, washing dishes, cleaning bathrooms, changing bed linens, and may include some laundry chores.

Assistance with Medication - the purchase of prescriptions, monitoring, screening, or periodic follow-up to assure that medications are being taken as prescribed.

Assistance with communication - hearing impairment, speech impairment, language barriers or assistance with using the telephone.

OTHER IN-HOME SUPPORT

Chores - performing non-routine household chores, such as heavy cleaning (scrubbing floors, washing walls, washing outside windows), moving heavy furniture, yard and walk maintenance, which an individual is unable to handle on his or her own.

Care Giver Relief/Respite - any support options provided on a short-term basis for the purpose of relief to the primary caregiver in providing care to frail/disable individuals.

Visitation - regular personal contact provided to older persons for companionship.

Protective Supervision - standby assistance given to frail/disabled individuals because they are potentially vulnerable to physical harm. May include need for electronic monitoring services such as emergency response service.

TRANSPORTATION

Medical Transportation - needing rides to the doctor, pharmacy, dentist, or other provider of medical services.

General Transportation - needing rides to all destinations

Escort - accompanying and personally assisting an individual in obtaining goods and services.

NON-COVERED HEALTH SERVICES

Dental Care - oral health which includes prevention, treatment, and/or improved access to care. May include purchase of dentures.

Vision Care - eye health that includes prevention, treatment, and/or improved access to care. May include the purchase of eyeglasses.

Hearing Care - screening and care for the prevention, treatment, and/or improved access to hearing care services. May include the purchase of hearing aids.

Assistive Devices - any of a broad category of health-related support services and/or equipment such as wheelchairs, walkers, prostheses and other medical equipment.

Housing

Landlord/Tenant - assistance with resolving issues and disputes between tenants and landlords or managers of rental property which could include information, referral, and/or counseling.

Repair/Modification - assistance in the form of consultation, labor, funding, and/or supplies for individuals who need to upgrade their homes to make them safe, accessible and energy efficient or maintain their property for health or safety reasons.

Utilities - assistance in the form of consultation, information and referral and/or funding for services related to water, gas, electric, or telephone.

Rent Subsidy - financial assistance for low-income individuals and families needing low rental housing.

Alternative Housing - any other living arrangement other than the client's own home. Some examples include: personal care homes, foster care, retirement apartments, congregate living, assisted living, board and care homes, half-way houses, emergency shelters, or group homes.

Weatherization - assistance with supplies and labor needed to upgrade an individual's home for energy efficiency.

Property Tax - a sum levied on persons by an authority for possession of land. A client may need assistance with the payment or counseling regarding exemptions of a local property tax.

Housing Relocation - assisting an individual in obtaining a suitable housing situation. Could include information, referral, assistance or funds.

NUTRITION

Nourishment - the need for food provided during a meal period, including special diets such as diabetic, low-salt, high protein, etc. Does not include the need for meal preparation or shopping assistance and is not dependent on the client's kitchen facilities for preparing the meals.

Supplemental Nutrition - food or beverage which is fortified with calories and nutrients to meet the special dietary needs of participants with specific medical or nutritional needs.

Special Diet - special dietary needs which include cultural/religious preferences such as Kosher meals, and therapeutic medical diets such as meals that are altered to meet the specific requirement of a diagnosed disease or metabolic disorder, to correct nutritional deficiencies, and/or to support attainment of ideal body weight.

INCOME MAINTENANCE

Food Stamps - establishing eligibility or providing advocacy to low income and indigent households to obtain stamps, vouchers, or electronic benefits which can be exchanged for food.

Social Security - establishing eligibility or providing advocacy for any of a category of income benefits administered by the Social Administration.

Social Security Disability - establishing eligibility or providing advocacy for cash benefits payments made to disabled, insured workers, certain of their dependents, their disabled widow(er)s, disabled divorced surviving spouses, and disabled adult children that are administered by the Social Security Administration.

Supplemental Security Income - establishing eligibility or providing advocacy for a federalized program that provides monthly cash benefits to poor persons who are aged, blind, ad disabled. Administered by the Social Security Administration.

General Assistance - establishing eligibility or providing advocacy for cash or vouchers provided to eligible individuals and families to meet program-defined needs.

Veterans Benefits - establishing eligibility or providing advocacy for a wide range of cash and non-cash services, administered through the Department of Veteran's Affairs and available to former members of the active military, naval or air services.

Railroad Retirement - establishing eligibility for providing advocacy for benefits which provides payments to a worker equivalent to normal Social Security benefits, plus an additional pension based on actual railroad service.

Other Income Benefits - establishing eligibility or providing advocacy for any other benefits or income, or secondary income, provided on a regular basis to provide for basic material needs.

MEDICAL ENTITLEMENTS

Medicare - establishing eligibility or providing advocacy for an array of programs provided by Title XVIII of the Social Security Act.

Medicaid - establishing eligibility or providing advocacy for an array of programs provided by Title XIX of the Social Security Act.

QMB/SLMB, QI 1 & 2 - Qualified Medicare Beneficiary Program, Specified Low Income Medicare Beneficiary Program and Qualified Individual 1 & 2 - establishing eligibility or providing advocacy for these special benefits which allows the Medicaid Program to pay for the Part B premiums and/or deductibles and co-payments, or premiums only under Medicare or a portion of the premium for low-income older persons.

VA Medical - establishing eligibility or providing advocacy for hospital and nursing facility benefits available to disabled veterans through the Department of Veteran's Affairs.

Indigent Health - establishing eligibility or providing advocacy for a local hospital/county-administered benefit, which pays for certain medical and hospital, services for low-income residents.

Other Medical Entitlement - establishing eligibility or providing advocacy for any other benefit or benefits which provide either partial or whole payment for medical and hospital services to qualifying recipients.

INSURANCE

Medicare Supplement - establishing eligibility or providing advocacy for any of 10 standardized, private insurance policies designed to cover the gaps in expenses not covered by Medicare.

Medicare + Choice/Select - Medicare managed care organizations and Medicare Select - establishing eligibility or providing advocacy for services from a provider network of doctors and facilities who participate in a health care plan that covers services ranging from preventive care to hospitalization and surgery. Some plans contract with Medicare to provide comprehensive coverage to Medicare recipients. "Select" is a special type of Medicare Supplement which is typically sold by a managed care organization, but whose coverage is the same as a regular Medicare Supplemental.

Long-Term-Care Policy - establishing eligibility or providing advocacy for a health insurance policy designed to cover the costs of long-term-care at home, in a medical facility or nursing home setting.

Individual Health Policy - establishing eligibility or providing advocacy for an individually purchased insurance policy, which covers certain medical hospital, services.

Group Health Policy/COBRA - establishing eligibility or providing advocacy for an insurance policy, which covers certain medical and hospital services and which is available through an employer group plan, or other organizational plan. COBRA is a federal law requiring employers to extend the option to employees who are ending work to purchase health insurance under the employer's group plan at the full premium, and for a limited period of time past employment.

Other Health Policy - establishing eligibility or providing advocacy for any other type of insurance policy which covers certain medical and hospital services and which is not obtained through federal, state, or local government programs or through private and group plans. OR, a special type of health insurance policy usually purchased individually, which covers only a very limited scope of specialized medical and hospital services.

Non-Health (life, auto, etc.) - establishing eligibility or providing advocacy regarding insurance policies which provide compensation for goods and services other than health care, such as automobiles, home, fire, life, etc.

SURROGATE DECISION MAKING

Advanced Directives - any of several legal actions, which can be taken by an individual to direct, in advance of need, certain person to carry out certain responsibilities in the event of his/her incapacitation or death. Examples of advance directive legal actions are: General Durable Power of Attorney, Special Durable Power of Attorney, Durable Power of Attorney for Health Care, Directive to Physician (Living Will), Designation of Guardian in Advance of Need and Wills.

Money Management - paying bills, budgeting and managing the financial affairs of individuals.

Guardianship - as a last resort measure, appointment of a person as guardian over the affairs of another person, his estate, or both. A court may limit the power of the guardian to only those things, which cannot be done by the person. A guardianship is indicated only in situations where a physician has diagnosed a person as being mentally incapacitated or incompetent.

Other Probate Matters - any other court process that involves, which a person dies, the establishment of validity regarding his will and its contents, relating to his estate, assets and heir-ship.

INDIVIDUAL RIGHTS

Age Discrimination - instances when an older person has been prevented or denied access to goods, benefits, services, housing and employment because of his age. Discrimination in employment is prohibited under the Age Discrimination in Employment Act.

Abuse - intervention in and reporting to the Texas Department of Protective and Regulatory Services, the willful infliction of injury, unreasonable confinement, intimidation, or cruel punishment with resulting physical harm or pain or mental anguish, or the willful deprivation by a caregiver or one's self of goods or services which are necessary to avoid physical harm, mental anguish or illness.

Neglect - intervention in and reporting to the Texas Department of Protective and Regulatory Services, the failure by a caregiver or one's self to provide the goods or services which are necessary to avoid harm, mental anguish or illness.

Exploitation - intervention in and reporting to the Texas Department of Protective and Regulatory Services, the illegal and improper act or process of an a caregiver, relative, company or agency using the resources of an elderly or disabled person for monetary or personal benefit, profit or gain.

CONSUMER ISSUES

Bankruptcy - a petition filed for the liquidation or reorganization of assets in order to provide immediate relief to individuals facing foreclosure or repossession of property.

Collections - actions taken by companies, agencies, or providers of services which attempt to obtain payment from persons who are in arrears with credit payments. May often involve the agency making threat of dire consequences (such as lawsuit) if payment is not made.

Financial Counseling - advice, or counseling on a course of conduct provided to individuals regarding the paying of bills, budgeting or managing of personal financial affairs.

Unfair Sales/Fraud - the incidence of knowingly selling a person goods, services, or insurance which: do not actually provide the goods or services originally indicated to the buyer; do not suit the buyer's needs; exploits the person's mental, emotional or physical vulnerability; or, which are defective.

INSTITUTIONAL CARE

Acute Care - inpatient and outpatient medical services which provide for the temporary care and treatment of individuals with physical illness or injury.

Nursing Facility Care - inpatient nursing and personal care given over an extended period to individuals who require convalescence care at a level less than that provided in an acute facility, to individuals with chronic illnesses, or those who are aged and have disabilities.

Mental Health Facility - facilities where services are provided to individuals who have mental illnesses or severe emotional and social disabilities and require extensive support and treatment.