

**REFERENCE MATERIAL****MIS SERVICE TYPES**

<b>SERVICE TYPE</b>	<b>CATEGORY</b>
Assisted Transportation	Transportation
Benefits Counseling	Access
Benefits Education	Access
Caregiver Counseling	Access
Caregiver Support Groups	Health
Caregiver Training	Health
Case Management	Access
Chore	In Home
Companion	In Home
Continuing Education	Other Community Services
Day Care	Adult Day Care
Dental Clinics	Dental
Direct Volunteer Services	Other Community Services
Employment Assistance	Other Community Services
Employment Counseling	Access
Energy Related Assistance	Access
Family Life Education	Other Community Services
Food Buying Club	Other Community Services
Food Pantry	Other Community Services
Foot Care (CHSP)	In Home
Foot Care (Nurse-CHSP)	In Home
Foster Care	Other Community Services
Friendly Visiting	In Home
Health Assessment	Health/III D
Health Counseling	Health
Health Education	Health/III D
Health Screening/Clinic	Health/III D
Home Health Aide	In Home
Home Repair & Renovations	Other Community Services
Homemaker	In Home

<b>SERVICE TYPE</b>	<b>CATEGORY</b>
Hospice	In Home
Housing Alternatives	Other Community Services
Housing Counseling	Access
Information & Assistance	Access
Language Translation	Access
Legal Assistance	Legal
Medical Transportation	Transportation
Medical Visit	Health or In Home
Mental Health Counseling	Health/III D
Money Management	Other Community Services
Nursing Visits	Health or In Home
Nutrition Assessment	Health
Nutrition Counseling	Health
Outreach	Access
Personal Assistance Credits	Other Community Services
Personal Care Aide	In Home
Personal Emergency Response	In Home
Personal Reassurance	In Home
Public Education	Other Community Services
Recreation	Other Community Services
Respite	In Home
Senior Center Use	Other Community Services
Shopping Services	Other Community Services
Social Support Services	Health/Dental
Specialized Legal Assistance Codes	Legal
Temporary Inpatient Care – Inst	Health
Temporary Inpatient Care – Non Ins	Health
Therapeutic Activity	Health
Training	Other Community Services
Transportation	Transportation
Volunteer Opportunities	Other Community Services
Weatherization	Other Community Services

## SERVICE DEFINITIONS

### SERVICE NAME

### Unit

#### **ASSISTED TRANSPORTATION**

1 One Way Trip

Provision of assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.

#### **BENEFITS COUNSELING**

One Hour

This service helps the elderly in determining their eligibility for income maintenance or public assistance, assists in processing or filling out forms such as insurance, and teaches about local, state and federal tax benefits or credits.

#### **BENEFITS EDUCATION**

One Session

This category covers those educational programs designed to make the participants aware of government or non-government programs available to assist them in meeting their needs and solving their problems. These programs address the details of the services provided, eligibility requirements, and the places where services are delivered.

#### **CAREGIVER COUNSELING**

One Hour

This service helps participants caring for an older person and/or children in a individual setting make decisions and solve problems relating to their care giving roles such as providing options and education.

#### **CAREGIVER SUPPORT GROUPS**

One Session

This service assists participants in adjusting to problems in their lives as they care for an older individual or child. They include guidance and assistance in such areas as personal adjustment, family relations and guardianship. This service includes active group intervention in order to assist the participant in solving problems and making decisions.

#### **CAREGIVER TRAINING**

One Session

This service enhances the skills of those who are caring for older individuals and/or grandparent/relatives caring for children. Training sessions may include medication management, child health and instructions regarding how to assist with activities of daily living such as bathing and dressing.

#### **CASE MANAGEMENT**

One Hour

Assistance either in the form of access or care coordination in circumstances where the older person and/or their caregivers are experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal providers. Activities of case management include assessing needs, developing care plans, authorizing services, arranging services, coordinating the provision of services among providers, follow-up and reassessment, as required.

#### **CHORE**

One Hour

Provision of assistance to persons experiencing difficulties with such activities as heavy housework, yard work, sidewalk maintenance and minor home repairs.

**COMPANION**One Hour

Service intended to provide company to a participant in a protective and supervisory capacity. It may include such home management activities as cooking and light house keeping.

**CONTINUING EDUCATION**One Session

Service designed to provide the elderly with an opportunity to acquire and/or improve their knowledge and skills through a formal or informal mechanism of meetings, training sessions, seminars and workshops.

**DAY CARE**One Hour

Provision of personal care for dependent adults in a supervised, protective, congregate setting during some portion of a twenty-four hour day. Services offered in conjunction with adult day care frequently include social and recreational activities, training, counseling and meals for adult day care participants while at the facility. Service such as rehabilitation, medications assistance, and personal care assistance are also provided by some adult day care programs.

**DENTAL CLINICS**One Visit

Clinic programs that offer dental screening and/or treatment.

**DIRECT VOLUNTEER SERVICES**One Contact

This code was established to record the total number of contacts between volunteers and elderly service participants in the community for a given period on a consolidated or group basis. It is used in those instances where the nature of the service provided by the volunteer is of such a diverse nature that it can not be otherwise identified.

**EMPLOYMENT ASSISTANCE**One Contact

Service designed to help participants locate and qualify for gainful employment.

**EMPLOYMENT COUNSELING**One Hour

This service assists the elderly in their adjustment to retirement through pre-retirement programs or a more crisis-oriented service for retirees. This service may also include advice about employment and enhancement of employability.

**ENERGY RELATED ASSISTANCE**One Contact

Service designed to furnish fuel and/or utilities to participants who are unable to purchase them at the market price. Special arrangements are made with fuel and utility suppliers to reimburse them for the delivery of fuel or the provision of utilities at prices negotiated at or below the market price. The elderly participants or their families are expected to share costs at levels determined by their economic circumstances.

**FAMILY LIFE EDUCATION**One Session

This category is provided to cover those education or training programs that deal with family and individual adjustment. It provides participants with the skills required to cope with the psychological and societal problems spawned by advancing years.

**FOOD BUYING CLUB**One Contact

A service that provides reduced costs in purchasing food through a group buying process. Pre-orders are taken, bulk purchase is made, packaging is performed by volunteers and distribution is made to participants.

**FOOD PANTRY**One Distribution to an Individual

A service that distributes contributed food to seniors at no cost to the participant. Participants may come to the pantry or the pantry may bring food to the participant.

**FOOT CARE [CHSP]**One Visit

Routine foot care provided by a licensed cosmetologist in a client's home which includes soaking and lotioning of feet and trimming, filing and cleaning of toenails.

**FOOT CARE [NURSE-CHSP]**One Visit

Routine foot care provided by a registered nurse in a client's home which includes soaking and lotioning of feet and trimming, filing and cleaning of toenails when there is a diagnosis of diabetes, vascular disease or when the client is on a blood thinner. A written physician's order is obtained and renewed every six months.

**FOSTER CARE**One Day

Service designed to provide a family atmosphere in a substitute family setting to safeguard the individual and avoid inappropriate institutional placement.

**FRIENDLY VISITING**One Hour

A service in which volunteers visit on a regularly scheduled basis the homes of participants who live alone and are socially isolated and/or geographically isolated. It provides protection and socialization for the participant. The visitor helps the elderly participant maintain contact with the outside world by providing such service activities as letter writing and reading.

**HEALTH ASSESSMENTS**One Visit

Service designed to develop an individualized profile of participants' current health and the services required to maintain or improve their functioning. Service may be provided by a medical doctor or a diagnostically trained nurse practitioner or physician's assistant.

**HEALTH COUNSELING**One Hour

Service designed to provide individuals with an awareness of preventative, remedial and/or rehabilitative self-health care focused on the particular health needs of participating individuals.

**HEALTH EDUCATION**One Session

Service designed to provide individuals or groups of participants with an awareness of preventative, remedial and/or rehabilitative self-health care depending on the health needs of that particular individual/group.

**HEALTH SCREENING/CLINIC**One Visit

Service is designed to promote and maintain community health by providing testing services for the assessment of a participant's health status and the determination of need for further health care.

**HOME HEALTH AIDE**One Hour

Providing personal assistance, stand-by assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting, and transferring in and out of bed.

**HOME REPAIR & RENOVATION**One Hour

Service designed to help participants make essential repairs to their homes either to restore them to their original condition or to make them safe by removing health hazards. Includes renovations designed to remove architectural barriers and provide structural improvements that will enable participants suffering from chronic disabling conditions to remain in their own homes.

**HOMEMAKER**One Hour

A service designed to maintain, strengthen and safeguard household functioning and independent living for participants who need either temporary assistance due to illness or long-term assistance due to chronic disabling conditions. Homemakers perform home management functions. These functions may include cooking, cleaning, laundry, mending and other light household chores. Although similar to companion, the primary emphasis in homemaker service is on the performance of home management functions while the primary emphasis in companion service is on the provision of supervision and companionship.

**HOSPICE**One Hour

This category refers to family and home-oriented palliative care which focuses on emotional and psychological support for an understanding of the 60+ incurable disease victim. This care includes pharmaceutical services, bereavement counseling, volunteer visits, training and visits by social workers, counselors and ancillary medical personnel.

**HOUSING ALTERNATIVES**One Day

This category refers to new and creative efforts in the field of alternative living arrangements that cannot be classified as Foster Care, Day Care, or Home Share Match.

**HOUSING COUNSELING**One Hour

This service is designed to assist the participant in obtaining housing. It also provides suggestions for the improvement of present living conditions.

**INFORMATION & ASSISTANCE**One Contact

A service for older individuals that (A) provides the individuals with current information on opportunities and services available to the individuals in their communities, including information related to assistive technology; (B) assesses the problems and capacities of the individuals; (C) links the individuals to the opportunities and services that are available; (D) to the maximum extent practicable, ensures that the individuals receive the services needed by the individuals, and are aware of the opportunities available to the individuals, by establishing adequate follow-up procedures. Service may be reported for individual participants where possible or by using group identifiers where individual reporting is not practicable.

**LANGUAGE TRANSLATION**One Contact

Service designed to reduce barriers in communications so that the social functioning of participants who do not speak English can be assisted.

**LEGAL ASSISTANCE**One Hour

Provision of legal advice, counseling, and representation by an attorney or other person acting under the supervision of an attorney. This code is to be used to indicate generic legal assistance. Specialized codes indicating the nature of the legal problem necessitating service are found in the 900 block of codes.

**MEDICAL TRANSPORTATION**1 One Way Trip

Specialized service to provide participants with transportation to and from destinations that provide medical services. May include assistive technologies for persons with mobility limitations.

**MEDICAL VISIT**One Visit

Medical visits provide physician or nurse practitioner care either in the home or in a clinic setting.

**MENTAL HEALTH COUNSELING** One Hour

This service is designed to provide psychiatric care and counseling to persons in danger of institutionalization or who may have suffered significant losses, dementia, depression, etc. Pharmaceutical therapy is available in addition to counseling when needed. A psychiatrist is available for home visits.

**MONEY MANAGEMENT** One Hour

This service provides assistance to persons whose ability to manage their own financial affairs is restricted by either impairment or lack of previous experience. This service can be provided by professionals or volunteers working under the supervision of qualified professionals.

**NURSING VISITS** 1/4 Hour

Service designed to provide part-time preventative, restorative and rehabilitative nursing care, including health education and counseling to participants who can be cared for at home.

**NUTRITION ASSESSMENT** One Contact

Service designed to develop an individualized profile of participants' current nutritional Status and the measures required to overcome any deficiencies uncovered. Service must be provided by a dietitian registered with the American Dietetics Association or other health care professional with comparable training.

**NUTRITION COUNSELING** One Hour

Provision of individualized advice and guidance to individuals, who are at nutritional risk, because of their health or nutritional history, dietary intake, medications use or chronic illness, about options and methods for improving their nutritional status, performed by a health professional in accordance with state law and policy.

**OUTREACH** One Contact

Interventions initiated by an agency or organization for the purpose of identifying individuals with unmet assistance needs and encouraging their use of existing services and benefits. This service includes both the initial contact and any follow-up contacts required to link the participant to appropriate services.

**PERSONAL ASSISTANCE CREDITS** One Hour

Volunteers provide personal assistance service such as transportation, grocery shopping, respite care and friendly visiting to older persons requiring this assistance to remain in the community. In return these volunteers are given credits, which may be used for similar services should they be required by the volunteers at some time in the future.

**PERSONAL CARE AIDE [CHSP]** One Visit

Assists the client with bathing, shampooing and drying hair, dressing and dental hygiene. A free initial assessment is included to determine the client's needs and appropriateness for services.

**PERSONAL EMERGENCY RESPONSE** One Month

In home, twenty four hour electronic alarm system which enables a high risk individual to secure help in a medical, physical, emotional or environmental emergency.

**PERSONAL REASSURANCE** One Contact

Service provides telephone or personal contact at a prearranged time for participants who live alone. It ensures their health and safety, assures them that help is available if and when needed, and provides community contact over a sustained period of time. This service includes a

mechanism to investigate if the participant does not answer the telephone or does not otherwise respond at the prearranged time.

**PUBLIC EDUCATION**

One Activity

This category is included to cover activities undertaken to increase public awareness of problems or concerns facing the older populations and solutions to these problems. These activities may include public service announcements in the media, preparation of pamphlets, reports, presentations, seminars and newsletters. The target audience of these activities is the general population, and it is usually not possible to specify the number of participants with any degree of precision.

**RECREATION**

One Hour

Service designed to promote health and social well-being by providing activities for social interaction and development of the participant in a group setting.

**RESPIRE**

One Hour

Service designed to provide temporary care to a participant requiring personal care assistance so that his or her at-home care giver (usually a family member) can have a break. Respite can be provided in the home, long term care facility or a day care facility.

**SENIOR CENTER USE**

One Half Day

A service designed to create socialization opportunities and others that are difficult to differentiate or describe. These services are delivered on an as-needed basis by the center director, other professional or volunteer staff, or, in some instance, other participants. This category has been introduced to cover those services available to Senior Citizens Center members on an informal or unstructured basis. These services are not provided during specific time periods, in specially arranged sessions, or by specifically designated personnel.

**SHOPPING SERVICES**

One Hour

Service helps participants to obtain food and other basic necessities in the interest of safety and convenience. This service could involve taking the participant shopping if he/she is able to leave home, or doing the shopping for participants who are not able to get out. Deference should be given to the participant's preferred merchants and to convenience.

**SOCIAL SUPPORT SERVICES**

One Hour

Services which assist participant in adjusting to problems in their personal lives or living environment. They include guidance and assistance in such areas as personal adjustment; marital problems; alcohol or drug dependency, family relations and adjustment counseling. This service includes active intervention in the participant's social environment in order to assist the participant in producing an appropriate adjustment. This category covers generic or psycho social adjustment counseling.

**SPECIALIZED LEGAL ASSISTANCE**

One Hour

The following series of specialized legal assistance has been established to allow the reporting of legal assistance by the type of problem being addressed:

Health/Long-Term Care

**MEDICAID (TITLE XIX)**

**MEDICARE/MEDIGAP**

**QMB/SLMB**

**NURSING HOME ISSUES**

**OTHER HEALTH/LONG-TERM CARE ISSUES**

Personal Autonomy/Planning

**HEALTH CARE DIRECTIVES**

**WILLS**

**PROBATE MATTERS**

**POWERS OF ATTORNEY**

**OTHER PERSONAL AUTONOMY/PLANNING ISSUES**

Income/Nutrition/Benefits

**SOCIAL SECURITY/SSI**

**STATE SUPPLEMENT**

**VETERANS/RAILROAD RETIREMENT/BENEFITS**

**FOOD STAMPS**

**GENERAL ASSISTANCE (*lsga*)**

**UNEMPLOYMENT (*Lsup*)**

**OTHER INCOME/BENEFITS RELATED ISSUES (*Lsob*)**

Abuse/Neglect/Exploitation

**PROTECTIVE/RESTRAINING ORDERS (*Lsprt*)**

**ABUSE/NEGLECT BY OTHERS (*Lsabu*)**

**FINANCIAL EXPLOITATION (*Lsfe*)**

**OTHER PROTECTIVE SERVICE RELATED ISSUES (*Lsopro*)**

Housing/Utilities

**LANDLORD/TENANT (*Lslt*)**

**PUBLIC HOUSING (*Lsph*)**

**UTILITIES (*Lsutil*)**

**ENERGY ASSISTANCE (*Lsea*)**

**OTHER HOUSING/UTILITIES ISSUES (*Lsoh*)**

Discrimination

**DISCRIMINATION RELATED ISSUES (*Lsdisc*)**

Family

**GRANDPARENTS RIGHTS (*Lsgramps*)**

**DIVORCE/ANNULMENT/SEPARATION (*Lsplit*)**

**OTHER FAMILY RELATED ISSUES (*Lsfam*)**

Consumer Issues

**CONSUMER ISSUES (*Lscom*)**

**TEMPORARY INPATIENT CARE-INSTITUTIONAL** One Day

This service provides short-term inpatient respite care in an institutional setting. The service is usually provided in a nursing home and includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided.

**TEMPORARY INPATIENT CARE-NON-INSTITUTIONAL** One Day

This service is similar to service code 365 with the exception that it provides respite care in non-institutional settings such as residential care homes, assisted living communities, etc. The service includes a room, meals, substantial assistance with personal care and daily living, protective supervision and recreational activities. Nursing services may also be provided.

**THERAPEUTIC ACTIVITY** One Hour

Service designed to provide participants with organized activities intended to improve their physical or emotional health.

**TRAINING** One Session

Training enhances the effectiveness of those who are volunteering their service on behalf of a provider agency and ensures quality care and services. Training includes educational programs for participants seeking paid employment.

**TRANSPORTATION** 1 One Way Trip

Provision of a means of transportation for a person who requires help in going from one location to another, using a vehicle. Does not include any other activity.

**VOLUNTEER OPPORTUNITIES** One Hour

This category is included to allow the system to record work done by volunteers in projects covered by the system as well as to record the efforts of those specifically developed to offer participants the chance to experience meaningful social involvement through voluntary community service. This category can be used to record the number of hours of volunteer work contributed by Area Agency and Nutrition Project Board members.

**WEATHERIZATION** One Hour

Service aids low-income participants by reducing the cost of heating or cooling their homes and/or by assuring them of adequate heat during the winter months. It utilizes various energy-saving techniques such as insulating and installing storm windows.

**2000 CENSUS POPULATION BY SUB-REGION**

**ESTUARY REGION**

<b>TOWN</b>	<b>TOTAL POPULATION</b>	<b>60+ POPULATION</b>	<b>65+ LOW INCOME ELDERLY</b>	<b>60+ MINORITY ELDERLY</b>	<b>60+ LOW INCOME MINORITY ELDERLY</b>	<b>NEAR POOR ELDERLY (150% OF POVERTY)</b>
CHESTER*	3,743	768	13	8	0	94
CLINTON*	13,094	2,012	58	63	3	223
DEEP RIVER*	4,610	801	49	25	0	81
ESSEX*	6,505	1,579	43	21	0	76
KILLINGWORTH*	6,018	946	10	8	0	42
LYME*	2,016	521	0	6	0	29
OLD LYME*	7,406	1,641	22	21	0	119
OLD SAYBROOK*	10,367	2,786	211	59	12	367
WESTBROOK*	6,292	1,386	87	33	0	132
<b>TOTALS</b>	<b>60,051</b>	<b>12,440</b>	<b>493</b>	<b>244</b>	<b>15</b>	<b>1,142</b>

**MIDSTATE REGION**

<b>TOWN</b>	<b>TOTAL POPULATION</b>	<b>60+ POPULATION</b>	<b>65+ LOW INCOME ELDERLY</b>	<b>60+ MINORITY ELDERLY</b>	<b>60+ LOW INCOME MINORITY ELDERLY</b>	<b>NEAR POOR ELDERLY (150% OF POVERTY)</b>
CROMWELL	12,871	2,567	57	91	0	183
DURHAM*	6,627	868	18	10	0	44
EAST HADDAM*	8,333	1,192	12	21	0	66
EAST HAMPTON*	13,352	1,464	78	39	0	137
HADDAM*	7,157	1,017	50	28	0	110
MIDDLEFIELD	4,203	825	22	9	0	102
MIDDLETOWN	43,167	7,399	344	684	59	935
PORTLAND	8,732	1,648	106	46	8	191
<b>TOTALS</b>	<b>104,442</b>	<b>16,980</b>	<b>687</b>	<b>928</b>	<b>67</b>	<b>1,768</b>

\*INDICATES RURAL TOWN

**SOUTHEAST REGION**

<b>TOWN</b>	<b>TOTAL POPULATION</b>	<b>60+ POPULATION</b>	<b>65+ LOW INCOME ELDERLY</b>	<b>60+ MINORITY ELDERLY</b>	<b>60+ LOW INCOME MINORITY ELDERLY</b>	<b>NEAR POOR ELDERLY (150% OF POVERTY)</b>
BOZRAH*	2,357	421	15	6	0	22
COLCHESTER*	14,551	1,727	53	81	0	185
EAST LYME	18,118	3,060	75	104	5	232
FRANKLIN*	1,835	326	14	6	0	38
GRISWOLD*	10,807	1,561	88	43	20	200
GROTON	39,907	6,120	268	481	23	602
LEDYARD	14,687	1,905	35	137	5	128
LISBON	4,069	613	16	7	0	84
MONTVILLE	18,546	2,767	86	198	12	235
NEW LONDON	25,671	3,836	329	898	138	622
N STONINGTON*	4,991	731	8	23	0	28
NORWICH	36,117	6,796	606	444	41	1,091
PRESTON	4,688	937	36	29	0	75
SALEM*	3,858	359	7	11	0	59
SPRAGUE*	2,971	463	63	7	7	104
STONINGTON	17,906	4,001	172	69	0	342
VOLUNTOWN*	2,528	310	25	8	0	55
WATERFORD	19,152	4,569	146	219	0	384
<b>TOTALS</b>	<b>242,759</b>	<b>40,502</b>	<b>2,042</b>	<b>2,771</b>	<b>251</b>	<b>4,486</b>

**\*INDICATES RURAL TOWN**

**NORTHEAST REGION**

<b>TOWN</b>	<b>TOTAL POPULATION</b>	<b>60+ POPULATION</b>	<b>65+ LOW INCOME ELDERLY</b>	<b>60+ MINORITY ELDERLY</b>	<b>60+ LOW INCOME MINORITY ELDERLY</b>	<b>NEAR POOR ELDERLY (150% OF POVERTY)</b>
BROOKLYN*	7,173	1,227	27	30	0	77
CANTERBURY*	4,692	603	44	14	0	107
EASTFORD*	1,618	283	8	0	0	25
KILLINGLY*	16,472	2,892	204	70	46	436
PLAINFIELD*	14,619	2,217	84	45	0	307
POMFRET*	3,798	546	37	9	0	60
PUTNAM*	9,002	1,863	58	41	0	290
STERLING*	3,099	321	3	3	0	40
THOMPSON*	8,878	1,559	43	20	0	246
UNION*	693	106	0	0	0	3
WOODSTOCK*	7,221	1,145	47	16	0	183
<b>TOTALS</b>	<b>77,265</b>	<b>12,762</b>	<b>555</b>	<b>248</b>	<b>46</b>	<b>1,774</b>

**WINDHAM REGION**

<b>TOWN</b>	<b>TOTAL POPULATION</b>	<b>60+ POPULATION</b>	<b>65+ LOW INCOME ELDERLY</b>	<b>60+ MINORITY ELDERLY</b>	<b>60+ LOW INCOME MINORITY ELDERLY</b>	<b>NEAR POOR ELDERLY (150% OF POVERTY)</b>
ASHFORD*	4,098	483	28	16	0	28
CHAPLIN*	2,250	270	20	13	0	42
COLUMBIA*	4,971	745	28	13	0	39
COVENTRY*	11,504	1,349	36	38	0	85
HAMPTON*	1,758	262	12	6	3	27
LEBANON*	6,907	915	24	20	0	70
MANSFIELD*	20,720	2,295	96	93	0	176
SCOTLAND*	1,556	195	15	1	0	25
WILLINGTON*	5,959	625	15	17	0	54
WINDHAM*	22,857	3,542	248	328	62	467
<b>TOTALS</b>	<b>82,580</b>	<b>10,681</b>	<b>522</b>	<b>545</b>	<b>65</b>	<b>1,013</b>
<b>EASTERN CT</b>	<b>567,097</b>	<b>93,365</b>	<b>4,299</b>	<b>4,736</b>	<b>444</b>	<b>10,183</b>

\*INDICATES RURAL TOWN

## FOCAL POINTS

The 1978 amendments to the Older American Act (OAA) charged Area Agencies with designating “a focal point for comprehensive service delivery in each community to encourage the maximum co-location and coordination of services for older individuals.” While little was said about what constitutes a focal point and what purpose it is to serve beyond service co-location and coordination, the law does state that senior centers are to be given special consideration as a focal point.

The concept of community focal points for service delivery was developed to simplify access to the service delivery system for older people. Designation of community focal points decreases fragmentation and duplication of services at the local level. Focal points create an identifiable place for older people to come together, receive services and develop skills. The following centers have been designated as Focal Points in their communities:

Site/Contact Person	Address	Telephone
Colchester Senior Center Patti White	95 Norwich Ave Colchester, CT 06415	(860) 537-3911
Cromwell Senior Center Theresa Strong	41 West Street Cromwell, CT 06410	(860) 632-3447
East Haddam Senior Services Joanne Roczniak	31 Main Street East Haddam, CT 064232	(860) 873-5034
East Hampton Senior Center Jo Ann Ewing	105 Main Street East Hampton, CT 06424	(860) 267-4426
East Lyme Senior Center Cathy Wilson	37 Society Road Niantic, CT 06357	(860) 739-5859
Estuary Council of Seniors, Inc. Paula Ferrara	220 Main Street Old Saybrook, CT 06475	(860) 388-1611
Griswold Senior Center Tina Falck	22 Soule Street Jewett City, CT 06351	(860) 376-2604
Groton Senior Center Mary Jo Riley	102 Newtown Road Groton, CT 06340	(860) 441-6785
Lisbon Senior Center Judy Jencks	11 Newent Road Lisbon, CT 06351	(860) 376-2329
Mansfield Senior Center Patricia Richardson	303 Maple Road Mansfield, CT 06268	(860) 429-0262
McSweeney Regional Senior Center Kit Eves	47 Crescent Street Willimantic, CT 06226	(860) 423-4524
Middlefield Senior Center Antoinette Astle	405 Main Street Middlefield, CT 06455	(860) 349-7121
Montville Senior Center Kathleen Doherty-Peck	12 Maple Ave Uncasville, CT 06382	(860) 848-0422
New London Senior Center Elizabeth Witter	120 Broad Street New London, CT 06320	(860) 447-5239
Plainfield Senior Center Myra Ambrogi	482 Norwich Road Plainfield, CT 06374	(860) 564-1819
Quinebaug Senior Center Tamsen Harris	69 South Main Street Brooklyn, CT 06234	(860) 774-1243
Rose City Senior Center Mike Wolak	8 Mahan Drive Norwich, CT 06360	(860) 889-5960
Sprague Senior Center Ed Meadows	1 Main Street Baltic, CT 06330	(860) 822-3000
Waterford Senior Center Sally Ritchie	24 Rope Ferry Road Waterford, CT 06385	(860) 444-5839