

# Frequently Asked Questions Related to State Program Report (SPR)

Last updated: July 19, 2016

## CAREGIVER SERVICE QUESTIONS

**Q1: Why does RAIN have data in Section IIC (Caregivers serving children) when our agency did not serve that population of Caregivers this year?**

A: When Guests and Guest units are entered for any of the caregiver service's, no accompanying demographics such as age exist to distinguish if the service was provided to a *caregiver serving elderly* or a *caregiver serving children* so RAIN places the data on both RAIN section IIB and IIC. Guest services are only allowable for Matrices #15/15a and 16/16a and unfortunately, will appear on both IIB and IIC so if the guest count is not applicable for Section IIC *Caregiver serving children* page – you will need to e-mail [sua.e-mail@state.or.us](mailto:sua.e-mail@state.or.us) and indicate what the correct number for Caregiver Access Services and/or Information for Caregivers for Section IIB should be.

**Q2: I provided services to caregivers serving children but the caregiver and unit count in RAIN is not correct. Why and what do I do now?**

A: Since OACCESS does not actually have separate caregiver service names for services provided to caregivers serving children – RAIN relies upon the Grandparent Support qualifier to distinguish the number of service units to attribute to services provided to caregivers serving children.

How to correct this depends upon whether your agency has associated the Grandparents Support qualifier with the caregiver service you provided. To determine this open the OAA Batch module and enter the Site and Service, the qualifier field defaults to ALL - select the drop down arrow to view all qualifiers attributed to the service (see screenshot). If Grandparents Support is available, select it, select June 2016 for your batch month/year and populate the Roster, add the units and close the Batch.

The screenshot shows the OAA Batch module interface. The 'Qualifier' dropdown menu is open, showing 'ALL' as the selected option and 'Grandparents Support' as an available option. A red arrow points to the dropdown arrow, and a red circle highlights the 'Grandparents Support' option. The 'List' button is also visible next to the dropdown menu.

Roster #	Qualifier
	Standard

If your agency does not have a Grandparent Support qualifier in the drop-down menu then you will need to 1) e-mail [sua.email@state.or.us](mailto:sua.email@state.or.us) and indicate the service provided to caregivers serving children, what the correct number of caregivers and correct number of units of service is and, 2) follow the instruction below for reducing the number presently in OACCESS.

**Q3: How do I reduce Caregiver consumer and/or units?**

A: To correct the problem - pull up the original OAA Batch or create a new June 2016 batch for the service. To reduce the number of consumers and units you will need to use a negative number. In the Eligible Units and New Guests (Guest equals Consumer) fields enter the number of consumer and/or units that need removed as a negative number so that the previously entered numbers are adjusted.

Other Units/Guests	
Eligible Units:	-20.00
Inelig. Units:	.00
New Guests:	-5.00

**Q4: I entered my caregiver NAPIS data into OACCESS and I see it there, but the number of caregivers served, the units of service and caregiver demographics are not visible in RAIN. What am I doing wrong?**

A: There are two factors that will affect whether caregiver data uploads to RAIN. One, if the DOB for the care recipient is absent - the system doesn't know where to place the service data so it will not upload. Secondly, a "Guest" unit contains no demographics and that is why you do not find data on RAIN Section IE or IF for that service. Guest units will be upload to both RAIN, Section IIB and IIC because the system does not know where to place them.

Step one to correct is to run a Service & Billing Report for the caregiver service(s), go to the last page, at the bottom you will find the total unduplicated client count and above that line will be the number of guests and guest units entered. Refer to the answer in Q3 to correct consumer and/or units.

Step two is to begin looking at each caregiver record and determine which of your caregivers has caregiver recipient data missing. Add the data, then the following day check RAIN and you should find your caregiver data matches that which you input into OACCESS.

**Q5: Why are the number of clients and units for Matrices 15/15a the same? I see that Matrices 16 and 16a also equal each other. Why and what should I do?**

A: This problem is associated with Q1 too, so if you did not read it – it is suggested to read Q1 and answer too. These two services do not require demographics, therefore it is acceptable to enter the caregiver count and units provided using the “Other Guests/Units” box in the OAA Batch module (see screenshot for Q1). Since no demographics are associated with a Guest or guest units the system doesn't know whether the service was provided to Caregivers serving Children or Caregivers serving Elderly so it places the data on both RAIN Section IIB and IIC. SUA staff will need to correct this by hand. Please send an e-mail to [sua.email@state.or.us](mailto:sua.email@state.or.us) advising of the number of caregivers and units of 15a and 16a your agency provided.

**GENERAL SERVICE AND EXPENDITURE QUESTIONS**

**Q6: It appears RAIN pages do not reflect all of units I entered into OACCESS or reflects more consumers and units that it should. Why and what should I do now?**

A: There are a couple of reasons why the units did not upload: First, if you used the OAA Batch module to enter your data and you placed any number of units in the “Ineligible Units” filed box – these do not upload to RAIN. Secondly, if any units are attributed to the following qualifiers they also will not upload to RAIN: *Non-OAA Eligible, Non Medical Transportation, Title XIX, Private Pay, and any qualifier with XIX E.g., XIX Bill Payer.*

If you find less units than should be, create a June 2016 OAA batch for the service and if your consumer count is off, then add the consumer(s) to the batch roster and the missing units per consumer name. If more units than your paper document reflects – a data entry error occurred. To correct the problem - pull up the original OAA Batch or create a new June 2016 batch for the service. To reduce the number of consumers and units you will need to use a negative number. In the Eligible Units and New Guests (Guest equals Consumer) fields enter the number of consumer and/or units that need removed as a negative number so that the previously entered numbers are adjusted.

Other Units/Guests	
Eligible Units:	-20.00
Inelig. Units:	.00
New Guests:	-5.00

**Q7: What can I do differently next year to ensure all of my NAPIS data and expenditures are present?**

A: In addition to ensuring that your agency doesn't report Guests/Guest units for services which should not have Guests (In-home services, home-delivered meals, case management, caregiver services except for Matrices 15-16, etc.), your agency should reconcile your expenditures and OACCESS services by running a Billing Report in

OACCESS and ensuring that each service with units also has an expenditure and each expenditure listed on your 150, page 2 and the 148 page has accompanying data in OACCESS.

**Q8: I divided the units into the total expenditures and the resulting average unit cost seems high and some seem too low. Should I be concerned?**

A: Yes, the SUA advises that the service unit definition for those services that concern you be reviewed. In past report period the following services have commonly had units of service mistakenly reported: Newsletter, Public Outreach/Education, Caregiver Access Assistance, Information for Caregivers, Caregiver Training, Transportation services and Elder Abuse Awareness and Prevention.

Other Units/Guests	
Eligible Units:	1.00
Inelig. Units:	.00
New Guests:	430.00
Total Units: 1.00	

**Q9: Why is the client count missing from service lines on the RAIN pages?**

A: For some services the federal government requires reporting only the unit or only the client count.

**Q10: Why does the congregate and home-delivered meal unit count differ from that which I entered into OACCESS?**

A: Meals attributed to *Non-OAA Eligible* or *Private Pay* qualifiers, and meal units entered into the In-eligible Units field of the OAA Batch module do not upload to RAIN. Meals attributed to the *Title XIX* qualifier should be present because the federal government encourages reporting meals served to Medicaid clients, however, because Medicaid is a means-tested program and the meal is paid for – the meal is not an NSIP eligible meal and will not be reported as such in the SPR.

## GENERAL REPORTING QUESTIONS

**Q11: What is a focal point?**

A: The Older Americans Act Section 102(a)(21) defines a focal point as “. . . ‘focal point’ means a facility established to encourage the maximum collocation and coordination of services for older individuals. OAA 306(a)(3)(A) states “. . . where feasible, a focal point for comprehensive service delivery in each community, giving special consideration to designating multipurpose senior centers (including multipurpose senior centers operated by organizations. . .)”

**Q12: Our local newspaper interviewed our Caregiver Coordinator and wrote an informational article about our services. Should we be reporting this on the SPR?**

A: Absolutely! This meets the definition of *Information for Caregivers* (1 unit = 1 Activity). Use the OAA Batch function to record 1 unit of service and your unduplicated client

count. For activities directed at large audiences, Administration on Aging (AoA) only requires an estimate of unduplicated clients. Report a percentage of the circulation count for the date article was published. Suggested aid: Census breakdown.

**Q13: I see in the OAA Provider module that I am to indicate if the provider is a minority-owned or rural provider and that this information uploads to the federal report too. Problem is, I don't know if my OAA Provider is considered a rural or minority provider. Are there definitions?**

A: AoA provides the following definitions:

Rural Provider – Providers of services to clients who live in rural areas. Rural providers are not necessarily providers of services only to rural clients. They may also be providers of services to clients in urban areas. Rural is any area not defined as urban. Urban areas are densely settled territories of 50,000+ and incorporated areas/census area of 20,000+.

Inactive Provider	<input type="checkbox"/>
Provider Is AAA	<input checked="" type="checkbox"/>
Minority Provider	<input checked="" type="checkbox"/>
Rural Provider	<input checked="" type="checkbox"/>

Provider – An organization or person which provides services to clients under a formal contractual arrangement with an AAA or SUA. Under Title III-E, in cases where direct cash payment is made to a caregiver and the ultimate provider is unknown, the number of providers may be omitted.

Minority Provider – A provider of services to clients which meets any one of the following criteria: 1) A not for profit organization with a controlling board comprised at least 51% of individuals in the racial and ethnic categories listed below. 2) A private business concern that is at least 51 percent owned by individuals in the racial and ethnic categories listed below. 3) A publicly owned business having at least 51 percent of its stock owned by one or more individuals and having its management and daily business controlled by one or more individuals in the racial and ethnic categories listed below. The applicable racial and ethnic categories include: American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, or Hispanic.

**Q14: What do I do if a Medicaid client dies and the case file is transferred for estate recovery before we were able to enter all of the OAA service data into OACCESS. How do we make sure the data gets on our SPR?**

A: E-mail [estate.admin@state.or.us](mailto:estate.admin@state.or.us) and request the file be transferred to your branch so that your agency may complete the entry of remaining units of service received by the client. They will transfer the record to the branch you designate and instruct you to transfer the record back out to their branch upon completion of data entry.

**Q15: What if I find an error after I've already told the SUA my report was complete?**

A: Contact the State Unit on Aging at [sua.email@state.or.us](mailto:sua.email@state.or.us) and if the SPR hasn't been uploaded to AoA they may be able to manually edit the information.

**Q16: Our OPI information is uploaded and reported but it is not an OAA service. Why do we report it?**

A: AoA encourages reporting of all services provided by other fund sources as long as said funds are administered by the SUA and/or AAA for services meeting OAA service definitions, and provided to elderly individuals and caregivers.

**Q17: Should we be reporting the home-delivered meals (HDM) we serve to Medicaid clients too? What about meals delivered to volunteers or under-age spouses of meal recipients?**

A: Medicaid HDMs: The federal government encourages reporting the total number of meals delivered such as those delivered to Medicaid clients; however, to do this, we would also need to report the income received from the State for these meals. Oregon has opted to not report this information. Should the decision be changed, the SUA will communicate this to the AAAs with clear instruction.

Congregate or HDM volunteers, under-age spouses and disabled individuals residing in a facility with an OAA congregate meal program should be reported and are also eligible NSIP meals.

**Q18: Can I report the mealsite newsletter even though I only provide funding for the meal program? The newsletter contains healthful articles and mealsite activities.**

A: No, if your agency did not provide funding, it is not an eligible activity to report.

## FUNDING QUESTIONS

**Q19: Do we report program income even if we don't spend it during the reporting year?**

A: Yes. All funds earned as a result of the OAA program during the grant period are reported.

**Q20: Our AAA arranged for another entity to reimburse mileage cost to assisted transportation drivers. Do we report these expenditures on the 150, page 2 "Other Cash" column even though the funds are not from our agency, nor do they "pass through" our finance department? Instead this other entity reimburses driver mileage costs directly to the driver.**

A: Any sum of other cash funds received by the AAA or arranged for by the AAA to support the delivery of service is eligible and should be reported regardless of whether the funds

"passed through the AAA. This would include ODOT's Special Transportation Funds (STF), funds from the County to provide services.

**Q21: We lease our local senior center for \$1, and also charge fees for public and private use of the facility. Collected fees are used to support the Centers' operational costs – should we be reporting these too?**

A: Yes, the amount of fees collected and used for Senior Center operational costs should be reported on *Matrix #80-1, Senior Center Assistance* as "Other Cash" or "OAA Cash Match" (your choice). The unit definition for #80-1, *Senior Center Assistance* is 1 unit = 1 Center Served; this unit needs reported. Create a batch for Senior Center Assistance and place one unit in the lower right-hand "guest" box.

**Q22: Last year I reported units of service that our volunteers provided and I reported the hourly value of their volunteer time as "In-Kind Match", but you contacted me and said we needed an expenditure associated with the service in order to report the client and unit count. Why?**

A: The federal government does not permit reporting in-kind expenditures. All services have related expenses whether the service be provided by paid staff or by volunteer staff. The cost may be quite minimal for services provided by volunteers – but there are costs involved such as the cost of AAA staff time spent in coordination of the volunteers, time spent reporting the value of volunteer hours as "In-kind Match" and time spent documenting and/or input of service data. These are examples of eligible expenditure and AAA's are encouraged to charge the appropriate funding source a sum for these efforts.

## OACCESS Topics

**Q23: I created several OAA Batches ahead of time so that all I had to do was enter the units when the invoices came in from the contractor, but when I went back in to enter the data all of the client names were gone. What happened?**

A: Clients "fall off" the OAA Batch Client Roster after 62 days of no units being assigned to them. In the following example you will see the May 2012 had a populated client Roster. In June a batch was created, however, the AAA was unable to enter any units; so in August when the AAA was ready to enter the units, more than 62 days had elapsed since any units of service were attributed to a client so the Client Roster needs to be repopulated. To repopulate the Roster - select "Modify Roster". The list of "Approved" is every client name with that service, site and qualifier (and open service date) in their client record. Select the clients you wish to appear on the Roster.

**Q24: Why does the AAA Cumulative OPI-Home Care Worker Report sometimes have a negative number?**

A: When a Home-Care Worker (HCW) earns \$1,700 or less all FICA withheld during the calendar year is refunded back. The system uses previous month's entries (thus multiple months shown) and "backs out" the claims and calculates their wages without the FICA deduction and releases a check for the amount of FICA withheld during the calendar year.

**Q25: What is a Focal Point?**

A: A community center, senior center, or multi-purpose center/facility established to encourage the maximum co-location and coordination of services for older individuals. (OAA 102(a)(21) and 306(a)(3)(A))

Note: This document is continually updated, so if you have questions, but do not find the answer here – please e-mail Rhonda Buedefeldt at [rhonda.buedefeldt@state.or.us](mailto:rhonda.buedefeldt@state.or.us) or [sue.email@state.or.us](mailto:sue.email@state.or.us) with "Question for Rhonda Buedefeldt" in the e-mail subject line.