

# TRANSPORTATION CROSSROAD

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## GLOSSARY OF TERMS

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### A

**Access Services** - One of three priority areas designated by the Older Americans Act to help meet elders' needs. Access services refers to such services as transportation, outreach and information and referral which help to facilitate access to existing supporting services. See also [Priority Services](#).

**ADA Level Service** - Accessible transportation for individuals who cannot utilize fixed route transportation services due to physical or mental disabilities.

**Ambulance (Air Or Water)** - An air or water vehicle specifically designed, equipped, and staffed for life saving and transporting the sick or injured.

**Ambulance (Land)** - A land vehicle specifically designed, equipped, and staffed for life saving and transporting the sick or injured.

**Americans With Disabilities Act (ADA)** - Legislation passed in 1990 which establishes comprehensive prohibition of discrimination on the basis of disability.

**Assisted Living Facility (ALF)** - Also referred to as an Assisted Living Residence (ALR). The Executive Office of Elder Affairs certifies Assisted Living Facilities (ALF's). Assisted Living refers to a combination of housing and supportive services which might include laundry, housekeeping, transportation, social activities and assistance with personal care such as medication management, bathing, dressing and ambulating. Assisted Living is a residential option which stresses privacy, dignity, autonomy, and individuality. ALFs vary in size and style ranging from small apartments to larger family style units. Some serve fewer than 10 residents while others serve over 100 residents. Some ALFs are non-profit organizations, some have religious affiliations and some have units or wings to address the needs of special populations such as residents with Alzheimer's disease. While the majority of Assisted Living residents pay privately some facilities do accept Group Adult Foster Care (GAFC) payments from Medicaid.

## C

**Capped Rental Item** - Durable medical equipment (like nebulizers or manual wheelchairs) that costs more than \$150, and the supplier rents it to people with Medicare more than 25 percent of the time.

**Caregiver** - A caregiver of an older adult is anyone who provides physical, financial, and/or emotional support for an older adult whose daily activities are limited by diminished mental or physical function.

**Caregiver Burden** - The emotional, physical, and financial toll that caregiving can have on a caregiver which can increase his/her stress level.

**CareTeam** - Anyone who is providing any sort of support to the older adult and most importantly the older adult him/herself. This team includes the older adult, the caregiver(s) (primary, secondary, long distance, etc.), medical professionals, allied health professionals, lawyers, homemakers, home health aides, and anyone else who contributes to supporting the health and independence of the older adult.

**CareTeam Binder** - A binder in which all important information regarding the CareTeam and the caregiving process can be kept. Three essential parts of this CareTeam binder are the contact information of anyone associated with the CareTeam, a hospital log in which an in depth record is kept of the older adult's medical appointments, and a daily journal so that everyone who cares for the older adult can write down exactly what was done and how it went.

**Community-Based Services** - Services designed to help older people remain independent and in their own homes; can include senior centers, transportation, delivered meals or congregate meals site, visiting nurses or home health aides, adult day care, and homemaker services.

**Community Care Ombudsman Program (CCO)** - Assists people age 60 and over who receive home care, day care services and other community services. The CCO responds to inquiries from elders and their families; educates consumers about their rights and responsibilities; counsels consumers about concerns with their services; refers consumers to appropriate resources for help and investigates and resolves complaints through mediation.

**Companions** - Companions provide regularly scheduled visits to frail elders providing socialization, medical escort, errands, light meal prep and respite to family caregivers.

**Continuing Care Retirement Community (CCRC)** - A housing community that provides different levels of care based on what each resident needs over time. This is sometimes called "life care" and can range from independent living in an apartment to assisted living to full-time care in a nursing home. Residents move from one setting to another based on their needs but continue to live as part of the community. Generally, CCRCs require a large payment before you move in and charge monthly fees.

**Councils On Aging (COA)** - Established to meet the needs of older adults in a specific community. The functions and activities provided may vary but most include advocacy, information and referral, social, recreational and educational programs. Provide a link to local services. Every city/town in Central Massachusetts has an established Council on Aging.

**Critical Unmet Need** - A need of an individual that is unmet. Can include; meal preparation, food shopping, transportation for medical appointments, any activity of daily living and home health services.

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**Curb To Curb** - Individuals using a transportation service must be able to get to the curb to meet the vehicle and to their destination from the curb at the end of their trip.

## D

**Delivered Services** - Different opportunities to have groceries, meals, and prescriptions delivered to the older adult's home. The costs of having these goods delivered will vary and the older adult may have to pay for them out of his/her own pocket.

**Driver Rehabilitation Specialist** - An occupational therapist trained in the assessment and improvement of an adult's driving skills.

**Durable Medical Equipment (DME)** - Medical equipment that is ordered by a doctor (or, if Medicare allows, a nurse practitioner, physician assistant or clinical nurse specialist) for use in the home. A hospital or nursing home that mostly provides skilled care can't qualify as a home in this situation. These items must be reusable, such as walkers, wheelchairs, or hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.

**Durable Medical Equipment Regional Carrier (DMERC)** - A private company that contracts with Medicare to pay bills for durable medical equipment.

## E

**Escort** - Accompanying a client to his/her destination.

**Escorted Transportation Services** - A services that allows an individual to accompany an older adults or person with a disability on their shopping trips, medical appointments, social activities, hospitals or where they would like assistance.

**Exempt Assets** - Also referred to as Non-Countable Assets. Assets whose value is not counted in determining financial eligibility for Medicaid/MassHealth. They include personal belongings, one vehicle, life insurance with a face value under a specific amount, and your home, if your spouse or child lives there or it's the equity value is less than a specific amount.

## F

**Fixed Route System** - A system of providing transportation of individuals (other than by aircraft) on a vehicle which is operated along a prescribed route according to a fixed schedule.

## G

**Group Home** -Often referred to as an adult care home or board and care home. Residence which offers housing and personal care services for 3 to 16 residents. Services (such as meals, supervision, and transportation) are usually provided by the owner or manager. May be single family home. (Licensed as adult family home or adult group home.)

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## H

**Handicap Placard/Plate** - The Massachusetts Registry of Motor Vehicles determines eligibility and provides an individual with a disability, whether they are the owner, operator or a passenger of a vehicle, with the right to park in spaces designated for persons with a disability.

**Home Care Program** - The Home Care Program is administered throughout the Commonwealth through contracts with 27 private non-profit corporations called Aging Services Access Points (ASAPs). It is a system of services for elder persons in Massachusetts to assist them in securing and maintaining maximum independence in their home environment. The ASAPs provide case management services that include a comprehensive, interdisciplinary needs assessment and care plan. ASAPs contract with a variety of service providers to address the identified needs of eligible elders in the Home Care Program. These services may include: homemaker, personal care, transportation, home delivered meals, laundry service, grocery shopping services, adult day care, chore services, companionship, personal emergency response, adaptive housing, and emergency shelter.

**Home Care Services** - Services provided under the home care program. Home care services include: case management, chore, companionship; emergency shelter, homemaker, home delivered meals, information and referral; protective services, respite care; social day care; transportation laundry services, and home health services in a limited way.

**Home Delivered Meals (HDM)** - A program authorized under Title III-C of the Older Americans Act which provides, five or more days per week, at least one home delivered hot or other appropriate meal per day to elder persons who are home bound or for whom congregate meal facilities are not accessible.

**Home Health Care** - Limited part-time or intermittent skilled nursing care and home health aide services, physical therapy, occupational therapy, speech-language therapy, medical social services, durable medical equipment (such as wheelchairs, hospital beds, oxygen, and walkers), medical supplies, and other services.

**Housing Authority** - The entity in charge of public housing. One of its many duties is to provide subsidized housing to low and moderate income individuals and families.

## I

**Information & Referral (I&R)** - The maintenance and distribution of current, concrete information regarding public and private services/resources for older adults and their caregivers, including assessment of type of assistance needed by either, and referral to appropriate services. Information and referral can be conducted by telephone, email, mail or in person and is available without regard to a person's income.

**Instrumental Activities Of Daily Living (IADLs)** - Tasks such as ability to prepare meals, do house work, go shopping, do laundry, medication management, transportation, money management, use the telephone, get around when outside of the home.

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## L

**Long-Term Care Facility** - Long-Term Care Facilities (LTCF) include nursing homes, rehabilitation and residential care facilities (rest homes and assisted living facilities), as well as continuing care retirement communities. They provide a range of medical and or social services designed to help people who have disabilities or chronic care needs. Services may be short or long term.

## M

**Medical Insurance (Part B)** - Medicare medical insurance that helps pay for doctors' services, outpatient hospital care, durable medical equipment, some medical services that aren't covered by Part A and emergency transportation.

## N

**Nursing Home** - A residence that provides a room, meals, and help with activities of daily living and recreation. Generally, nursing home residents have physical or mental problems that keep them from living on their own. They usually require daily assistance.

## P

**Paratransit** - Door-to-door shuttle van services, usually by appointment.

**Part B (Medicare)** - Medicare medical insurance that helps pay for doctors' services, outpatient hospital care, durable medical equipment, some medical services that aren't covered by Part A and emergency transportation.

**Patient Lifts** - Equipment to move a patient from a bed or wheelchair using your strength or a motor.

**Priority Services** - Under the federal Older Americans Act, local Area Agencies on Aging must assure that an "adequate proportion" of funds are spent on certain priority services, such as access, in-home, and legal assistance.

**Purchased Services** - Most of the services an ASAP/Home Care Corporation or Area Agency on Aging offers are purchased from other agencies. Such services are known as "purchased services". For example: homemaker, personal care, transportation, home delivered meals and social day, these services are purchased from provider agencies and form the largest account in the home care budget.

## Q

**Quality of Life** - Includes self perceived health status, mental status, sexual function and stress level, helps to explain an individual's general well-being.

## R

**Regional Transportation Agency/Regional Transit Authority (RTA)** - A state-run organization that provides public transportation services to a specified region. Under the Americans with Disabilities Act (ADA), these transit systems provide paratransit services to anyone with a physical or mental impairment that prevents them from using the fixed route.

**Rest Home** - A facility that provides custodial care. Services provided in these facilities are more residential than medically oriented. They provide protective supervision for the residents, as well as room, board, social activities and limited social services. Rest homes are what used to be considered Level IV facilities.

## S

**Schedule Restrictions** - Transportation scheduled to preset destinations on specific days or at specific times i.e. nutrition sites at midday.

**Senior Centers** - Focal points within a city/town that coordinate a comprehensive set of services where older adults can, receive advocacy, socialization, nutritional meals, health services and participate in activities that will enhance their involvement in and with the community. They may offer outreach services to homebound older adults. Not every city/town in Central Massachusetts has an established Senior Center.

**Social Health Maintenance Organization (SHMO)** - A special type of health plan that provides the full range of Medicare benefits offered by standard Medicare HMOs, plus other services that include the following: prescription drug and chronic care benefits, respite care, and short-term nursing home care; homemaker, personal care services, and medical transportation; eyeglasses, hearing aids, and dental benefits.

**Supplier** - Generally, any company, person, or agency that gives you a medical item or service, like a wheelchair or walker.

**Supportive Housing** - Delivers many of the benefits of Assisted Living to participating elderly public housing developments by offering 24-hour on-site staffing, a daily meals program, medication reminders to all residents, and housekeeping, transportation, shopping and laundry services to all those who qualify. Elder Affairs and the Department of Housing and Community Development operate Supportive Housing jointly.

## T

**Transportation Services** - Also referred to as escort services. Provides transportation for older adults to services and appointments. May use bus, taxi, volunteer drivers, or van services that can accommodate wheelchairs and persons with other special needs.

## V

**Vehicle Conversion** - The process of making certain adjustments to the older adult's car that allow him/her to continue driving safely.

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