

Advocacy/Legal: Services related to a person's rights and to other matters of law.

Adult Protection Services: Agency helps correct or prevent abuse, neglect, misuse for personal gain, or dangerous living conditions for persons 18 years of age or older.

Advocacy – Individual: Agency helps individuals act and/or speak up for themselves to make sure that 1) they get all the benefits and services for which they qualify, and 2) their rights, as guaranteed by law, are protected and enforced.

Advocacy – System/Legislative: Agency works to change/create laws, programs, services, and social attitudes to benefit and to protect the rights of a particular group.

Arbitration/Mediation: An agency or person, who has no part in an argument, considers the facts, listens to the arguments from both sides, and helps them reach an agreement. A mediator works to come up with a solution that is accepted by both sides. An arbitrator has the two sides agree beforehand that they will accept whatever he/she decides.

Child Protection Services: Agency helps correct or prevent abuse, neglect, misuse for personal gain, or dangerous living conditions for persons younger than 18 years of age.

Complaints/Grievance: Agency helps a person or group to express dissatisfaction with or to file an official complaint about a product, a service, a benefit, a denial of rights, or another person's conduct by either providing contact information or actually making the contact.

Consumer Assistance: Agency helps people fill out forms or follow required steps in order to get needed services for which they qualify.

Disability Law: Legal services provided by professionals who have specific knowledge and experience in laws that protect or otherwise affect persons with disabilities.

Elder Law: Legal services provided by professionals who have specific knowledge and experience in laws that protect or otherwise affect older adults.

Estate Planning: Agency staff members provide information, advice, or actual legal services to help persons prepare a plan on how to manage, use, distribute, and/or get rid of what they own (including property, money, insurance policies, and any other valuables) while they are still alive or after their death.

Lawyer Referral Service: Agency helps a person in need of legal services find a lawyer who has the knowledge and experience to meet that need.

Legal Guardianship: A person or agency is appointed by the Probate Court to be responsible for the care and custody of a person and to manage his/her financial matters due to the person's poor health, mental state, or other disabling condition.

Legal Services – General: A lawyer helps a person with a non-criminal matter of law, such as writing a will, reviewing a lease or other contract, providing legal counsel at a hearing or in a lawsuit, etc.

Licensing/Regulations: Agency/organization issues a license to a person or group to do something based on proof of having the skills and/or knowledge needed to do it; agency oversees and/or controls the quality of a person's or group's performance or production based on standards set by the agency.

Ombudsman: Agency staff members 1) educate individuals and their families about their rights; 2) act on behalf of people who have a concern about or a complaint against a public or private service provider, or who believe that their rights have been denied; and 3) attempt to reach a fair settlement in each case, one that ensures that the person receives his/her rightful benefits and services, without having to file a lawsuit.

Assistive Technology: Services related to products and devices that help persons with disabilities, or with physical limitations due to age, perform certain tasks or activities.

Assistive Technology Demonstration Center: Agency displays and allows the on-site, trial use of products and devices that help persons with disabilities, or with physical limitations due to age, perform certain tasks or activities so these persons can make informed choices.

Assistive Technology Equipment Sales: Agency sells products and devices to help a person with disabilities, or with physical limitations due to age, perform certain tasks or activities.

Assistive Technology Evaluation: Agency's trained professional recommends the best choices of products and devices to help a person with disabilities, or with physical limitations due to age, perform certain tasks or activities based on a review of the person's needs and situation.

Assistive Technology Expenses: Agency helps cover the cost to purchase, rent, repair, maintain, and/or modify products and devices that help a person with disabilities, or with physical limitations due to age, perform certain tasks or activities.

Assistive Technology Information: Agency provides information about products and devices that help persons with disabilities, or with physical limitations due to age, perform certain tasks or activities.

Equipment Loan: Agency will lend products and devices that help a person with disabilities, or with physical limitations due to age, perform certain tasks or activities.

Personal Emergency Response System (PERS): Agency provides and keeps watch over an electronic device carried by a person or installed in a person's home to alert someone to get help in case of a medical emergency or other threats to the person's health/safety.

Basic Government Assistance: Services provided by government agencies to persons in need.

Food Stamps: Agency provides families in need with information about and applications for government assistance in buying eligible foods through the use of the Electronic Benefits Transfer (EBT) Card, similar to a credit or debit card.

Medicaid: A program of the federal and state governments that pays for medical care for persons who cannot afford it due to limited income and/or disabilities.

Medicaid Waiver Information: Agency provides information on special services covered by Medicaid in South Carolina in addition to the basic medical services covered by the federal program.

Medicare: A program of the federal government that pays for certain health care expenses for persons 65 years of age or older.

SSA (Social Security Administration Retirement Benefits): Agency provides information about and help in getting Social Security benefits, monthly cash payments to people who have reached retirement age and have paid into the system while working.

SSDI (Social Security Disability Insurance): Agency provides information about and help in applying for monthly cash payments from Social Security to persons with disabilities who are not able to work to support themselves, who have completed a five-month waiting period, and who meet other work-related requirements.

SSI (Supplemental Security Income): Agency provides information about and help in applying for monthly cash payments from Social Security to persons who are age 65 or older, or who have a disability, and who have little or no income and resources. Medicaid benefits are included in the program.

Temporary Assistance for Needy Families (TANF): Agency gives needy families with children information about and help in applying for this program that provides financial assistance, job training and placement, and other support services that help the families become self-supporting.

Veteran Benefits: Agency provides veterans of the US Armed Services and their families with information about and help in getting whatever services, payments, or other compensation they have earned through their service.

WIC (Women Infants and Children): Agency provides information about and help in applying for this supplemental food and nutritional products program for income-eligible pregnant women, new mothers, infants, and children up to three years of age.

Basic Needs/Assistance: Provision of or help in paying for “life-necessary” resources, such as food, clothing, shelter, etc., for persons who are unable to do so themselves due to age, disability, or low-income status.

Burial/Funeral Expenses: Agency helps to pay all or part of the cost to have a funeral service for and to bury someone who has died and whose estate and/or family cannot afford a proper burial.

Clothing/Shoe Assistance: Agency helps to pay for or otherwise provides new or secondhand clothing for those who cannot afford to buy these items.

Food – Group Meals: Agency prepares and serves meals to persons, who are elderly or have disabilities, in a group setting away from their homes for free or for a small fee.

Food – In-Home: Agency prepares and delivers meals to the homes of persons who are elderly or have disabilities.

Food/Grocery Assistance: Agency helps to pay for or otherwise provides food and groceries for those who cannot afford to buy them.

Nutritional Supplement Assistance: Agency helps to pay for or otherwise provides vitamin and mineral supplements, needed for good health, for those who cannot afford to buy them.

Utility Assistance: Agency helps pay the costs for utilities such as electricity, gas, and/or water and sewer service.

Day Care/Day Activity: Services related to providing a safe setting for persons of any age who need supervision outside the home during the day; or to providing daily social, recreational, and educational activities in a facility for senior citizens.

Adult Day Care: Agency provides a structured program, usually lasting 6-8 hours per day, for adults who are elderly or have a disability and who need supervision during the day. A meal or meals may be included, as appropriate.

Adult Day Healthcare: Agency provides health care and health-related support services in a day care setting for adults (18 years or older) who do not require 24-hour care in a medical facility. Services are usually provided 6-8 hours per day and may include a meal or meals, as appropriate. Medical Day Care is another name for this service.

Adult Day Programming: Agency provides opportunities for adults to get involved in activities that offer social stimulation and growth while reducing isolation.

Childcare: Agency provides substitute care for and supervision of children, during part of a 24-hour day, either in an individual's home or at a day care center. Structured services may include recreation, learning activities, and snacks or meals, as appropriate.

Childcare – Medical: Agency provides medical care and/or therapy in a day care setting for children with chronic, but stable, health conditions. Services may include recreation, learning activities, and snacks or meals, as appropriate.

Childcare Expenses: Agency helps parents or guardians pay the cost of childcare services either within or outside the home.

Childcare Referral: Agency gathers and maintains information on childcare providers in order to connect families in need of childcare with appropriate providers.

Senior Center: Agency provides a facility for daily social, recreational, and educational activities for seniors (persons 60 years or older). Meals/snacks are usually available.

Education: Services related to learning.

Adult Education: Agency provides specialized, skill-related, and/or general learning programs designed for persons 18 years and older.

Adult Enrichment Education: Agency provides courses, seminars, meetings, or discussions on topics of interest to adults. No credits or degree are involved.

Early Childhood Education: Agency provides learning activities and experiences for children (from birth to age five) which are intended to promote social, emotional, and intellectual growth and to prepare the children for regular school. Children aged three to five years who are at risk for developmental delays or who have identified disabilities may receive therapy or other special services.

Early Intervention Services: Agency provides special educational and treatment services for infants (0-2 years) who have disabilities or are at risk for developmental delay.

Educational Evaluation – Adult: Agency staff reviews, tests for, and determines an adult's learning skills, resources, and obstacles to learning, then helps to develop a plan for an appropriate learning program.

Educational Evaluation – Child: Agency staff reviews, tests for, and determines a child's learning skills, resources, and obstacles to learning, then helps to develop a plan for an appropriate learning program.

Higher Education: Agency provides courses, seminars, or other learning activities for high school graduates who desire/need a higher level of knowledge, skills, or training in a specific field. A degree or certificate is usually awarded for successful completion of a required course of study.

Residential Education – School Age: Agency provides a 24-hour, 365-day live-in program of regular school and/or job-related instruction which may sometimes include associated medical, behavioral, and other support services.

Special Education: Formal education provided by a public government-funded agency to persons (child through adult) with disabilities or to gifted children using teaching methods, materials, class groupings, and support services designed for their individual learning needs and abilities. Training in social skills and/or self-care skills may be included.

Emergency Services: Services provided in response to situations that require prompt and immediate action.

Crisis Hotline: Agency offers assistance over the phone to persons in crisis situations, especially those who may be at risk of doing harm to themselves or others. The caller does not have to reveal his/her name. Persons working on the Hotline are trained to respond to crisis situations.

Disaster Preparedness/Relief: Agency plans for and/or provides temporary, usually short-term help to persons who have experienced a loss as a result of fire, flood, earthquake, hurricane, etc.

Emergency Housing/Shelter: Agency provides temporary housing for people in crisis, such as homeless persons, stranded travelers, abuse victims, etc.

Employment/Vocational: Services related to a job, work, and earning money.

Job Placement: Agency helps individuals find paid, suitable, meaningful, and productive jobs.

Job Training: Agency teaches skills or tasks needed by a person to get and/or keep a job.

Supported Employment: Agency helps persons with disabilities get and keep paid, meaningful jobs through job coaching, training, counseling, and whatever other supports may be needed.

Vocational Evaluation/Counseling: Agency staff determines a person's work-related skills, abilities, and interests; helps the person set work-related goals; and advises the person on how to reach those goals.

Volunteer Opportunities: Agency uses persons who are willing to work on a full or part-time basis for free. Positions may be within the agency's office or at another location and may include a variety of duties from performing administrative tasks to providing services to clients. Training is usually provided.

Worksite Accessibility Assessment: Agency staff examines a worksite to determine the extent and ease of access and use by a person with disabilities or with physical limitations due to age.

Evaluation/Intervention/Therapy: Services that review, test, and determine someone's current status, ability, or needs; and/or that recommend or provide methods for improvement.

Activities of Daily Living (ADL) Evaluation/Training: Trained agency staff reviews and determines a person's ability or inability to perform daily activities of personal care such as feeding, bathing, dressing, toileting, etc. Staff may provide training and/or make recommendations to assist with performance of the tasks.

Animal-Assisted Therapy: Agency uses and/or provides animals (dogs, cats, rabbits, horses, etc.) as part of a structured program to improve the lives or conditions of persons who are elderly or who have mental or physical illnesses or disabilities.

Audiological Evaluation/Services: Trained agency staff (audiologist) performs tests to discover the amount and cause of hearing loss, and recommends treatment to restore or improve hearing when possible.

Augmentative Communication Evaluation/Training: Agency reviews a person's current communication skills and recommends and provides training in other forms of communication when clear speech does not appear to be possible.

Cognitive Evaluation/Training: Agency's professional staff determines the need for and provides structured learning activities to develop and sharpen alertness, awareness, memory, and the abilities to learn and apply basic skills for persons who are recovering from a coma, head/brain injuries, stroke, or related conditions.

Developmental Evaluation: Trained agency staff determines the levels of a child's physical and mental development, then may recommend ways of dealing with any delays in his/her development.

Independent Living Skills Evaluation/Training: Agency staff reviews and determines a person's ability to live independently and provides training to develop the skills needed to do so. These may include how to use public transportation, do laundry, mend one's clothes, manage money, shop for groceries, etc.

Occupational Therapy/Evaluation: A Registered Occupational Therapist determines a person's ability to do normal tasks of everyday living, particularly those that require fine motor control and/or the use of the hands and arms, then designs and oversees a therapy program.

Orientation & Mobility Evaluation/Training: Agency staff tests how well a person who is blind, or partially blind, can move safely from one place to another. The person may then be taught to use the other senses to figure out where he/she is and how to move about safely.

Physical Rehabilitation – Inpatient: A Registered Physical Therapist helps a person develop and/or recover gross motor skills, including the use and coordination of large muscles, muscle tone, range of motion, and strength. The person lives at the rehab center while receiving services.

Physical Rehabilitation – Outpatient: A Registered Physical Therapist helps a person develop and/or recover gross motor skills, including the use and coordination of large muscles, muscle tone, range of motion, and strength. The person either travels to and from the rehab center to receive services or the therapist provides the services where the person lives.

Physical Therapy/Evaluation: A Registered Physical Therapist determines a person's ability to do tasks that require gross motor skills, including the use and coordination of large muscles, muscle tone, range of motion, and strength. The therapist then designs a treatment program to help the person develop and/or recover those skills.

Recreational Therapy: Agency provides a series of structured leisure-time activities that help persons who have mental and/or physical conditions or disabilities to develop new interests, improve skills, and gain a sense of self-achievement. Activities may include music, arts and crafts, games and sports, social gatherings, special events, etc.

Speech-Language Therapy/Evaluation: A Speech-Language Therapist determines a person's ability to form and use speech sounds correctly, then designs and provides a program to treat any language or speech problems.

Financial Services: Services related to money and how it is managed.

Benefits Counseling: Agency identifies, provides information about, and helps clients receive benefits to which they are entitled by law.

Financial Counseling/Management: Agency provides, arranges for, and/or advises clients regarding financial planning, budgeting assistance, and/or money and other asset management.

Grant Funding Opportunities: Agency provides money to a group, organization, association, or company, either nonprofit or for profit, for a specific purpose or need without requiring repayment.

Grant to Individual: Agency provides money to a person for a specific purpose or need without requiring repayment.

Insurance Counseling: Agency provides clients with information about, guidance in choosing, and/or help in receiving insurance to pay for medical expenses.

Tax Assistance: Agency provides information about state and/or federal tax laws; and may or may not help clients complete and file their returns.

Housing/Residential: Services related to where a person lives.

Adapted Housing: Agency provides apartments or other housing that have had their physical structure altered to meet the needs of persons who have difficulty moving from place to place due to age, physical disabilities, or health conditions.

Assisted Living: Agency provides housing where various support services are available to help senior citizens and/or persons with physical disabilities live as independently as possible. Support services may include attendant care, meal preparation, counseling, housekeeping, transportation, etc.

Barrier Free Design: Agency designs, builds, and/or renovates homes, public or private buildings, or other structures to limit or eliminate obstacles for persons who have difficulty moving from place to place due to physical conditions.

Continuing Care Retirement Community (CCRC): Agency offers senior citizens a variety of housing options that typically include independent living, assisted living, and skilled nursing care in one location. The usual contract for this service requires the senior to make an up-front commitment of money or other assets to the agency plus monthly payments in return for assurance that the proper levels of housing and care will be provided when and for as long as needed. CCRC's are licensed in South Carolina by the SC Department of Consumer Affairs, and may also be known as "life care communities".

Home Accessibility Assessment: Agency staff examines a person's home to determine the extent and ease of access and use by a person with disabilities or with physical limitations due to age.

Home Repair/Modification Assistance: Agency makes and/or helps to pay for needed repairs or structural changes to the homes of persons who qualify due to income, age, and/or disability so they may continue to live in their homes.

Housing Counseling: Agency provides information and advice related to obtaining housing, such as costs, contract and lender issues, insurance, maintenance, how to select affordable housing that meets family needs, etc.

Moving Consultation/Management: Agency staff helps plan, organize, and manage a client's move from one home to another. Service may include help with downsizing; cleaning one or both of the homes; selecting a moving company, appraiser, and/or auctioneer; connecting/disconnecting utilities; arranging furniture, closets, cabinets, etc. in the new home; handling payment of bills; and undertaking other tasks to make the move easier for the client and his/her family.

Nursing Home: Agency provides skilled and intermediate nursing services, personal care, and other supportive services at an inpatient facility for persons who need continuous nursing care, but do not require a hospital setting.

Rental Assistance: Agency pays all or part of the housing rental cost for a person or family who cannot make the full payment and who are usually at risk of being evicted.

Retirement Community: Agency offers housing designed only for retired and/or senior citizens in a neighborhood setting that may include a mixture of apartments, condos, detached single homes, patio homes, duplexes, etc. Group resources, such as a clubhouse, swimming pool, golf course, and planned social/leisure activities, often are included.

Special Care Unit – Alzheimer's: Agency provides separate housing, care, and treatment designed solely to meet the needs of persons with Alzheimer's disease and related dementias.

Subsidized Housing: Agency provides housing for persons of low income with rental amounts partially paid through federal, state or locally funded programs.

Supervised Living: Agency provides housing where supervision and various supports are available to help persons with developmental disabilities or mental illness live as independently as possible. Group Home, Community Training Home, and ICF MR are other terms that may be included in this service.

Weatherization: Agency provides help in the form of labor and/or supplies to persons who qualify due to age, disability, or income and whose homes need repairs or improvements to protect the home and those living there from harsh weather and/or to reduce the use and cost of energy.

Information Services: Services related to collecting, providing, and otherwise using knowledge and information to benefit others.

Consultation: Agency offers advice, guidance, and problem-solving assistance to persons or groups with specific goals.

Information & Referral Service: Trained agency staff members collect and maintain current information about human service resources, then provide that information to persons who request it and/or identify a person's specific needs and link him/her to suitable providers.

Lending Library: Agency collects and loans items, such as books, tapes, compact discs, videos, magazines, journals, short articles, etc., to the general public or to a specific group.

Medical/Health/Dental/Vision: Services related to a person's physical health, teeth, and eyes.

Dental Assistance: Agency pays all or part of the cost of caring for the teeth of persons who qualify.

Dental Services: Agency provides skilled care to prevent and/or treat problems with a person's teeth.

Developmental Pediatrics: Agency provides medical care and treatment of infants and children with an emphasis on achieving normal growth and normal mental and physical abilities.

Disposable Medical Supply Assistance: Agency helps people properly get rid of medical supplies that regular garbage collection will not accept.

Doctor/Health Professional Referral: Agency maintains a list of doctors and other medical professionals according to their areas of special skill, ability, and knowledge; then connects persons in need of services to the proper care.

General Medical: Agency provides medical services that are usually available in non-specialty hospitals, clinics, offices, etc.

Genetic Evaluation/Counseling: Agency examines a person's or couple's family history of diseases and conditions that are known to be passed through one's genes to determine the risk of their children having these diseases/conditions. Agency may also test for these diseases/conditions during pregnancy or after the child has been born.

Geriatric Medicine: Agency provides medical care for elderly persons by staff members who are specially trained in the prevention, diagnosis, and treatment of diseases and/or conditions that are associated with the aging process.

Health and Wellness Programs: Agency offers individual and/or group sessions designed to help persons both to understand the effects that their lifestyles have on their physical and mental health and to develop personal practices that are good for their total well-being. Sessions may include: physical exams, lifestyle assessments,

nutrition counseling, physical fitness/exercise, ways to reduce stress, information on risk factors for and prevention of certain illnesses, etc.

Health Insurance: Agency pays all or part of specific medical-related expenses for persons who enroll and pay a set weekly, monthly, or yearly fee; or who are enrolled for free due to meeting certain requirements or having certain conditions.

Health Line: Agency provides health-related information over the phone.

Home Health Service: Agency staff provides health care services to homebound individuals who are in need of nursing care, medical care and/or therapies on a part-time basis.

Medical Equipment/Personal Care Supplies: Agency provides sickroom equipment, bandages, respiratory aids, and other medical supplies that are needed by a person who is recovering from surgery or illness; and/or provides lotions, soaps, hair and dental care items, feminine products, diapers and other supplies needed for personal hygiene.

Medical Expenses: Agency reduces or helps to pay all or part of the cost of medical services for a person based on his/her income or need. Payments may be made to the person or directly to the provider of the medical service.

Medication & Drug Assistance: Agency reduces or helps to pay all or part of the cost of prescriptions or other medicines for a person based on his/her income or need. Payments may be made to the person or directly to the provider of the medicine.

Medication (Prescription) Management: Agency staff gives the client the correct medication in the correct dosage at the correct time and/or provides reminders to the client to take medication as prescribed.

Nutritional Assessment/Counseling: Agency evaluates a person's diet and eating habits, and/or provides education and advice on maintaining healthy eating habits. This may include information on and help with eating disorders and weight loss.

Prevention Program: Agency provides information aimed at getting people to avoid harmful behaviors and habits; and/or offers methods to reduce the risks of getting a specific disease, of developing a specific condition, of suffering a specific injury, or of becoming a victim of a specific act.

Skilled Nursing Care: Agency staff provides intensive nursing services to homebound individuals who require constant care.

Specialized Clinic: Agency provides medical care at a facility whose staff is trained to diagnose and treat a specific illness or condition such as cancer, kidney disease, cerebral palsy, etc.

Vision Expenses: Agency helps to pay for or provides free eye exams and/or treatments, including glasses/corrective lenses.

Mental Health: Services related to mental illnesses, to a person's emotional well-being, and to behavior issues that may result.

Behavior Management: Agency provides one-to-one or group counseling to children and adults about their unruly or unwanted behaviors; and counsels their families, non-family caregivers, etc. about dealing with those behaviors.

Mental Health – Non-Residential: Agency provides outpatient evaluation, diagnosis, and treatment for persons who are experiencing on-going mental, emotional, and/or behavioral problems. Services are provided by a psychologist or psychiatrist (medical doctor).

Mental Health – Residential: Agency provides evaluation, diagnosis, and treatment in a 24-hour supervised, inpatient setting for persons who are experiencing severe or on-going mental, emotional, and/or behavioral problems. Services are provided or supervised by a medical doctor trained in psychiatry.

Mental Health Counseling: Agency provides inpatient or outpatient evaluation and treatment by psychiatrists, psychologists, social workers, and/or certified counselors to persons who need emotional support and guidance.

Psychiatric Day Treatment: Agency provides various individual, group, and/or family therapies; medication management; and social and recreational activities in a structured, daytime, outpatient setting for persons who are experiencing severe or on-going mental, emotional, and/or social problems.

Support Groups/One-to-One-Support: Individuals, who have the same condition or problem, gather to share information and experiences and to provide mutual emotional support.

Caregiver Support Group: Agency offers and coordinates meetings for persons, who provide care to those unable to care for themselves, for mutual emotional support and the sharing of information and experiences.

Family/Sibling Support Group: Agency offers and coordinates meetings for persons, who have concerns about one or more members of their families, for mutual emotional support and the sharing of information and experiences.

Parent Matching: Agency identifies, maintains contact information on, and brings together parents of children with similar disabilities or special needs for mutual emotional support and the sharing of information and experiences.

Parent Support Groups: Agency offers and coordinates meetings for parents of children who are ill or have disabilities for mutual emotional support and the sharing of information and experiences.

Peer Support Groups: Agency offers and coordinates group meetings for persons with similar disabilities or conditions for mutual emotional support and the sharing of information and experiences.

Peer-To-Peer Support: Agency offers and seeks to develop one-to-one relationships between persons who have the same disability, condition, or life situation in order to increase the coping abilities of one or both persons through mutual emotional support and the sharing of information and experiences.

Support Services: Personal services that help people live with as much independence, comfort, and dignity as possible.

Assistive Animals: Agency trains animals to help persons with disabilities perform tasks of daily living and/or assists in providing these animals to the persons who need them.

Attendant/Personal Assistance: Agency caregiver assists client in performing daily personal care tasks necessary for the client to live as independently as possible. Tasks include bathing, dressing, feeding, mobility and others.

Care Management: Agency helps persons identify their needs and develop a plan for meeting those needs. Case Management and Service Coordination are other names for this service.

Companion: Agency caregiver maintains a safe environment for the client while providing different types of activities, such as playing games, reading aloud, going for walks, or talking about topics of interest to the client. Sitter is another term for this service.

Errand/Task Assistance: Agency staff or volunteers will pick up dry cleaning, go to the Post Office or bank, and run other errands in the community for people who cannot or choose not to do those things for themselves because of age or disability.

Home Chores/Homemaker Services: Agency caregiver helps client with light housekeeping, laundry, meal preparation, grocery shopping, errands, home management chores, etc., to allow the client to live as independently as possible.

Hospice: Agency provides palliative care (comfort care and relief from pain) as well as supportive services to persons who are terminally ill and to their families.

Respite Care – In-Home: Agency provides temporary short-term care for a person in his/her own home on a one-time or occasional basis to give relief to the main caregiver.

Respite Care – Out-of-Home: Agency provides temporary short-term care for a person at a place away from his/her own home on a one-time or occasional basis to give relief to the main caregiver.

Service Voucher: Agency provides a voucher that can be used to obtain a specific service, such as respite care, help with home chores, transportation, hospice care, etc. To qualify, a person must meet certain eligibility requirements.

Sign Language Interpreter: Agency provides persons who are trained in American Sign Language (ASL), and/or are certified in the Registry of Interpreters for the Deaf, to help persons with hearing impairments communicate with persons with normal hearing.

Telephone Reassurance: Agency staff/volunteers telephone clients on a regular schedule to check on their health and safety; to relieve their loneliness; to maintain their contact with the outside world; and to reassure them that help is available if and when they may need it.

Telephone – Relay & Voice-to-Voice: Agency staff assists persons with hearing impairments communicate over the telephone with persons with normal hearing by using a TTY machine (teletypewriter).

Yard Work Services: Agency provides or helps with the cost of yard maintenance for persons who cannot do it themselves and cannot afford to hire others to do it.

Training/Certification Programs: Services related to developing specific skills and abilities; and/or to confirming that specific standards of knowledge, skill, and performance have been met.

Certification Service: Agency provides certificates to confirm that specific standards of knowledge, skill, and performance have been met by a person or an organization.

Consumer/Family Training: Agency provides information and training designed to develop specific skills and abilities of a person with a particular need, or of the family members or other caregivers responsible for a person with a particular need.

Staff/Professional Training: Agency provides training, workshops, seminars, or other in-service programs designed to develop the specific knowledge, skills, and abilities needed by an organization's administrators and staff.

Transportation: Services related to the use of cars, vans, busses, etc. to carry people from one place to another.

Accessible/Lift Equipped Transportation: Agency provides transportation for persons who cannot walk, or who have difficulty walking and/or using stairs, through the use of vans or other vehicles that have lifts/ramps and special safety harnesses for wheelchairs/scooters.

Disability Parking Tags: Agency provides signs or plates that allow a person with a disability, or someone who is transporting a person with a disability, to park in a specially marked area.

Driver Safety/Training Programs: Agency trains persons who have physical limitations due to age or disability, to drive safely, especially if their vehicles require special equipment and/or modifications.

Local Community Transportation: Public or private agency provides vehicles and drivers to carry people to and from places and activities within their area.

Medical Appointment Transportation: Agency staff will transport a client to a doctor's office, health clinic, rehabilitation facility, dialysis center, etc, for non-emergency, medical services by appointment.

Vehicle Modification: Agency alters and/or adds special equipment to cars, vans, busses, etc. so that persons with disabilities, or with physical limitations due to age, can drive and/or ride in them safely.

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