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A4AA BULLETIN

TO: A4AA I&A Service Providers	NO: A4B2011-11
SUBJECT: Revised Assistance Call Reporting Policy	DATE ISSUED: July 12, 2011
REFERENCES: N/A	SUPERSEDES: N/A
PROGRAMS AFFECTED: <input type="checkbox"/> ALL <input type="checkbox"/> Title III-B <input type="checkbox"/> Title III C-1 <input type="checkbox"/> Title III C-2 <input type="checkbox"/> Elder Abuse Prevention VIIb <input type="checkbox"/> Title III-E <input type="checkbox"/> HICAP <input type="checkbox"/> Title III D-1 <input type="checkbox"/> Title III D-2 <input type="checkbox"/> Ombudsman VIIa <input type="checkbox"/> OTO <input checked="" type="checkbox"/> Other I&A	
PURPOSE OF BULLETIN: <input checked="" type="checkbox"/> Amend Policy or Procedure <input type="checkbox"/> Clarification <input type="checkbox"/> Other:	
FOR INQUIRIES CONTACT: Lori Howton, Program Manager at (916) 486-1876 ext. 139	

Assistance Call Reporting Policy

Effective July 1, 2011, I&A Service Providers should count Assistance Calls as 1 Unit each, replacing the 2 Units they had been counted as in prior years. It is now necessary to keep data reporting methods consistent for Information, Assistance, and Follow-up calls. Scopes of Service for Assistance have been adjusted accordingly in discussion with each of you.