



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

ROY COOPER • Governor

MANDY COHEN, MD, MPH • Secretary

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Director, Division of Aging and Adult Services

**ADMINISTRATIVE LETTER NO. 20-17**

**TO:** Area Agency on Aging Directors

**FROM:** Joyce Massey-Smith, Director

**DATE:** August 31, 2020

**SUBJECT:** COVID-19 Pandemic Response , Part VI:

- ARMS Codes to Capture Efforts for Program
- Tracking Spreadsheet Procedure

**I. ARMS Codes to Capture Efforts for Program**

**990: CARES-LTC Ombudsman-Virtual COVID**

Non-unit costs such as equipment and associated technologies that will allow for remote work and enhance Ombudsman presence in facilities while they cannot physically visit during the COVID crisis, and equipment such as iPads, tablets and software to facilitate conferencing and virtual meetings. One unit is equivalent to one item/product purchased.

**991: CARES-LTC Ombudsman Non-unit Emerg Resp Cost-COVID**

Non-unit costs such as PPEs that will be used once in-person visits to facilities resume. One unit is equivalent to one item/product purchased.

**992: CARES-LTC Ombudsman-Outreach-COVID**

Non-unit costs associated with community outreach including advertising, postage, printing of brochures and similar educational materials. One item is equivalent to one item/product purchased.

**993: CARES-LTC Ombudsman-Training-COVID**

Training costs related to COVID-19 including additional costs associated with advertising, recruiting, certifying or providing continuing education (both remote and in-person) to current and prospective representatives of the Office. One unit is equivalent to one item/product purchased.

**994: CARES-LTC Ombudsman-Staff Cost-COVID**

Cost for staff extended hours, or hiring of additional staff, including associated personnel costs. Note that this funding is time limited. One unit is equivalent to one hour of staff time and/or one placement of a staff member.

**995: CARES-LTC Ombudsman-Travel-COVID**

Funds for travel once personal visits to facilities resume. One unit is equivalent to one item/product purchased.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF AGING AND ADULT SERVICES

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## **II. Tracking Spreadsheet Procedure**

Please do not modify spreadsheet. They are Macro Enabled files to allow for appropriate cell formatting. Spreadsheet is located in Appendix 2. The AAA will send these to Leslee Breen (leslee.breen@dhhs.nc.gov) at the Division by the 15th day of the month following the end of the quarter on October 15 (July 1-September 30); January 15 (October 1-December 31); April 15 (January 1-March 31); and July 15 (April 1 to June 30), etc. From there, the applicable spreadsheets will be disseminated to the appropriate Program Consultant for compilation and tracking.

For any specific questions regarding the usage of a spreadsheet, please contact Victor Orija at [Victor.oriya@dhhs.nc.gov](mailto:Victor.oriya@dhhs.nc.gov).

**APPENDIX 1**

**Comprehensive ARMS Codes Listing as of 8/20/20**

**Highlighted service codes are the most recently added to the listing since the last update.**

| Adult Day Care Program Service Codes             | Name   | Description  |
|--|--|--|
| 930  | <b>CARES-Adult Day Care COVID</b>                                    | The code represents services provided to an adult day care participant at certified adult day care program during the COVID-19 pandemic. A unit of service is defined as one day. This unit will include the fixed rate and any allowable administrative costs associated with the provision of service to the participant.  |
| 955  | <b>CARES-Adult Day Health COVID</b>                                  | The code represents services provided to an adult day health care participant at certified adult day health care program during the COVID-19 pandemic. A unit of service is defined as one day. This unit will include the fixed rate and any allowable administrative costs associated with the provision of service to the participant.  |
| 931  | <b>CARES-Adult Day Care Transportation COVID</b>                     | The code represents transportation services provided to an adult day care participant to attend a certified adult day care program during the COVID-19 pandemic. A unit of service is defined as a one-way trip to the program. This unit is a fixed rate.   |
| 956  | <b>CARES-Adult Day Health Transportation COVID</b>                   | The code represents transportation services provided to an adult day health care participant to attend a certified adult day health care program during the COVID-19 pandemic. A unit of service is defined as a one-way trip to the program. This unit is a fixed rate.   |
| 932  | <b>CARES-Adult Day Care Non-Unit COVID</b>                           | This code is to be used for non-unit costs such as PPE-masks, gloves, disinfectants, thermometers, and other equipment charged to the CARES Act. This code is used for those adult day care programs who need this equipment to reopen their programs and continue to serve their clients. One item is the equivalent of one expense.  |
| 957  | <b>CARES- Adult Day Health Non-Unit COVID</b>                        | This code is to be used for non-unit costs such as PPE-masks, gloves, disinfectants, thermometers, and other equipment charged to the CARES Act. This code is used for those adult day health care programs who need this equipment to reopen their programs and continue to serve their clients. One item is the equivalent of one expense  |
| 933  | <b>CARES-Adult Day Care Transportation Non-Unit COVID</b>            | This code is to be used for non-unit costs such as PPE-masks, gloves, disinfectants, thermometers, and other equipment charged to the CARES Act. This code is used for those adult day care programs who need this equipment to provide transportation for clients to their program in order to serve their clients safely. One item is the equivalent of one expense.   |
| 958  | <b>CARES-Adult Day Health Transportation Non-Unit COVID</b>          | This code is to be used for non-unit costs such as PPE-masks, gloves, disinfectants, thermometers, and other equipment charged to the CARES Act. This code is used for those adult day health care programs who need this equipment to provide transportation for clients to their program in order to serve their clients safely. One item is the equivalent of one expense.  |
| Care Management Program Service Codes            | Name   | Description  |
| 961  | <b>CARES-Care Management Non-unit Emergency Response Costs COVID</b> | The code represents an emergency response non-unit Care Management CARES code. It is intended to capture service providers' emergency response costs such as PPE, disinfectant supplies, and other unique items. This will allow Care Management providers to serve clients by providing this equipment for their staff. The use of this safety equipment will potentially reduce the risk to clients, staff, and ensure continuity of services during the COVID-19 pandemic. One item is the equivalent of one expense. |
| Consumer Directed Services Program Service Codes | Name   | Description  |

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| 513   | <b>CARES-CDS Financial Management Services-COVID</b>                | Services are intended to provide support to individuals/families requiring assistance with basic human resource activities such as payroll, payroll taxes, workers compensation and criminal background checks. One unit =one monthly contact.   |
| 514   | <b>CARES-CDS Care Advisor-COVID</b>                                 | Non-unit cost such as eligibility determination, needs assessment, CDS enrollment, POC and budget development, regular contact to provide advice to client, charged to the CARES Act. One expense is the unit equivalent.  |
| 515   | <b>CARES-CDS Personal Assistant-COVID</b>                           | Services are intended to provide support to individuals/families requiring assistance with basic activities of daily living and home management tasks, charged to the CARES Act. One unit=one hour of service.   |
| 516   | <b>CARES-CDS Non-unit Emerg Resp Cost-COVID</b>                     | Non-unit cost such as Personal Protection Equipment (PPE), disinfectant supplies and other unique items, charged to the CARES Act. Programmatically, we are tracking each expense. One item is the equivalent of one expense.  |
| <b>Family Caregiver Support Program Codes</b> | <b>Name</b>   | <b>Description</b>   |
| 829   | <b>Wellness Calls-COVID</b>   | This code represents telephone reassurance and caregiver well-checks specifically related to COVID-19. Please note that this is intentionally different than previous FCSP code 858- Telephone Reassurance. It may be helpful for providers to think of Code 829-Wellness Calls COVID as being more similar to together services in the 820s-FCSP Family Access Services such as an emergency preparedness caregiver assessment. One call is the equivalent of one unit in ARMS.   |
| 839   | <b>Virtual Support Groups-COVID</b>                                 | This code represents support groups that are being facilitated virtually, as opposed to traditional in-person support groups due to COVID-19. Given the content intended to be captured with COVID-19 Response, this category is to be captured with # of sessions and # of estimated audience.  |
| 869   | <b>Other Disaster Support-COVID</b>                                 | This code represents miscellaneous caregiver needs associated with COVID-19. It is intended to capture caregiver necessities such as cleaning products, errands, delivery fees, and other unique items that allow caregivers to continue providing care at home. One item is the equivalent of one unit.   |
| 870   | <b>FC-Program Planning &amp; Administration Non-Unit-COVIDCARES</b> | FCSP non-unit needs that include bulk purchases, public information materials, and other administrative expenses associated with disaster relief and preparedness. A unit= one expense.  |
| 871   | <b>FC-Information-COVIDCARES</b>                                    | This code will capture outreach and program promotion related to disaster relief/COVID-19 pandemic. Examples of things included in this category will include participation in community resource panels on the pandemic, social media posts about caregiver resources specific to disaster related issues, etc. There is no rate calculation associated with this code in ARMS; programmatically one event/one post with associated audience size is recorded for tracking purposes.  |
| 872   | <b>FC-ACCESS-COVIDCARES</b>   | This code will capture efforts to support caregivers as they navigate resources and accessing services related to the COVID-19 pandemic. Examples of things included in this category are question/answer consultations between FCSP representatives and caregiver; developing care management and emergency preparedness plans. There is no rate calculation associated with this code in ARMS; programmatically one session/one contact is recorded for tracking purposes.   |
| 873   | <b>FC-Counseling/ Training/Support-COVIDCARES</b>                   | This code will capture effort to support caregiver's well-being and develop coping tools to continue to meet their caregiver needs during the COVID-19 pandemic. Examples of things included in this category are virtual support groups, referrals to mental health professionals, and training classes on issues like social isolation, infection control, and other issues specific to the public health disaster of 2020. There is no rate calculation associated with this code in ARMS; programmatically we are tracking the # of participants and # of sessions offered. Additional tracking will be required on FCSP COVID-CARES Tracking Spreadsheet. |
| 874   | <b>FC-Respite-COVIDCARES</b>  | This code will capture respite care provided to caregivers during the COVID-19 pandemic. All respite types paid for through CARES Act funding should be coded under this category. There   |

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|  |  | is no rate calculation associated with this code in ARMS; programmatically we are tracking the # of hours of respite (ex: 4 hours=4 units) Additional tracking will be required on FCSP COVID-CARES Tracking Spreadsheet to identify the type of respite provided. Program representatives will indicate type of respite offered and the associated # of hours on the spreadsheet. |
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| <b>875</b>  | <b>FC-Supplemental Service-COVIDCARES</b>  | This code will capture disaster related items that allow a caregiver to continue safely caring for the care recipient at home during the COVID-19 pandemic. This category includes consumable supplies, assistive technologies, safety/DME equipment, and emergency response systems. There is no rate calculation associated with this code in ARMS; programmatically we are tracking the # of items provided (Ex: 1 case of cleaning supplies and 1 robotic pet=2 units. Additional tracking will be required on FCSP COVID-CARES Tracking Spreadsheet. |
| <b>Group Respite Program Service Codes</b>                      | <b>Name</b>  | <b>Description</b>  |
| <b>909</b>  | <b>CARES-Group Respite-COVID</b>   | Group respite during COVID. One unit=1 day of service.  |
| <b>Housing and Home Improvement Program Service Codes</b>       | <b>Name</b>  | <b>Description</b>  |
| <b>943</b>  | <b>CARES-Housing and Home Improvement-COVID</b>  | This code represents an emergency response non-unit HHI code. It is intended to capture costs for cleaning products (disinfectant sprays, wipes, sponges and other items to ensure cleanliness and safety); Personal items (medications, hygiene items, other personal items relevant to health); Personal Protective Equipment (masks, gloves, face shields). One item is the equivalent of one expense.   |
| <b>944</b>  | <b>CARES-Housing and Home Improvement Non-unit Emergency Response Cost COVID</b>       | This code represents an emergency response non-unit HHI code. It is intended to capture service providers' building supplies (roof shingles, ramps, flooring, doors, grab bars), labor, equipment and other expenses justifiable under disaster relief. One item is the equivalent of one expense.  |
| <b>Information and Options Counseling Program Service Codes</b> | <b>Name</b>  | <b>Description</b>  |
| <b>940</b>  | <b>CARES-Information and Options Counseling Non-unit Emergency Response Cost COVID</b> | This code represents an emergency response non-unit IOC code. It is intended to capture service providers' emergency response costs such as PPE, disinfectant supplies, and other unique items. This will allow IOC providers to serve clients by providing this equipment for their staff. The use of this safety equipment will potentially reduce the risk to clients and staff and ensure continuity of services during the pandemic. One item is equivalent of one expense.  |
| <b>In-home Aide Program Service Codes</b>                       | <b>Name</b>  | <b>Description</b>  |
| <b>935</b>  | <b>CARES-In Home Aide Level I Home Management-COVID</b>                                | This code represents IHA Services intended to provide support to individuals/families requiring assistance with basic home management task such as housekeeping, cooking, shopping and bill paying. This will allow IHA providers to continue service to their clients and ensure continuity of services during the pandemic. A unit of service equals one hour.  |
| <b>936</b>  | <b>CARES-In Home Aide Level II Personal Care-COVID</b>                                 | This code represents IHA Services intended to provide support to individuals/families requiring assistance with basic activities of daily living and home management tasks. This will allow IHA providers to continue service to their clients and ensure continuity of services during the pandemic. A unit of service equals one hour.  |
| <b>937</b>  | <b>CARES-In Home Aide Level III Personal Care-COVID</b>                                | This code represents IHA Services intended to provide substantial ADL support to clients who require assistance with health/personal care tasks. Provision of these tasks involves extensive "hands on" care and potential assistance with a wide range of health-related conditions. This  |

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|     |                                  | will allow IHA providers to continue service to their clients and ensure continuity of services during the pandemic. A unit of service equals one hour.   |
| 938 | CARES-In Home Aide Respite-COVID | This code represents IHA Services provided to an individual in his/her home or in the home of his/her primary caregiver. Respite care may consist of any level of home management or personal care tasks. This will ensure continuity of services during the pandemic. A unit of service equals one hour. |

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| 941 | CARES-In Home Aide Non-unit Emerg Resp Costs COVID | This code represents an emergency response non-unit IHA code. It is intended to capture service providers' emergency response costs such as PPE, disinfectant supplies, and other unique items. This will allow IHA providers to serve clients by providing this equipment for their staff. The use of this safety equipment will potentially reduce the risk to clients and staff and ensure continuity of services during the pandemic. One item is equivalent of one expense. |
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| <b>Legal Service Codes</b> | <b>Name</b> | <b>Description</b> |
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| 996 | CARES Legal Services-COVID | Legal services are to be provided to seniors 60+ related to COVID-19 concerns. Priority of service is for individuals with the greatest social and economic needs. One unit = one hour of service. |
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| 997 | CARES-Legal Services Non-Unit-COVID | Non-Unit costs such as PPE for in-person consultations; Upgrades to technology which may include the expansion or purchase of new software/hardware to aid in data collection and consumer outreach efforts. One unit is equivalent to one item, product or service purchased. |
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| <b>Long-term Care Ombudsman Service Codes</b> | <b>Name</b> | <b>Description</b> |
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| 990 | CARES-LTC Ombudsman-Virtual COVID | Non-unit costs such as equipment and associated technologies that will allow for remote work and enhance Ombudsman presence in facilities while they cannot physically visit during the COVID crisis, and equipment such as iPads, tablets and software to facilitate conferencing and virtual meetings. <b>One unit is equivalent to one item/product purchased.</b> |
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| 991 | CARES-LTC Ombudsman Non-unit Emerg Resp Cost-COVID | Non-unit costs such as PPEs that will be used once in-person visits to facilities resume. <b>One unit is equivalent to one item/product purchased.</b> |
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| 992 | CARES-LTC Ombudsman-Outreach-COVID | Non-unit costs associated with community outreach including advertising, postage, printing of brochures and similar educational materials. <b>One item is equivalent to one item/product purchased.</b> |
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| 993 | CARES-LTC Ombudsman-Training-COVID | Training costs related to COVID-19 including additional costs associated with advertising, recruiting, certifying or providing continuing education (both remote and in-person) to current and prospective representatives of the Office. <b>One unit is equivalent to one item/product purchased.</b> |
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| 994 | CARES-LTC Ombudsman-Staff-COVID | Cost for staff extended hours, or hiring of additional staff, including associated personnel costs. Note that this funding is time limited. <b>One unit is equivalent to one hour of staff time and/or one placement of a staff member.</b> |
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| 995 | CARES-LTC Ombudsman-Travel-COVID | Funds for travel once personal visits to facilities resume. <b>One unit is equivalent to one item/product purchased.</b> |
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| <b>Nutrition Program Service Codes</b> | <b>Name</b> | <b>Description</b> |
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| 185 | Congregate Nutrition-COVID | Code 185: Congregate Nutrition-COVID IIIC2 Congregate Meals Delivery/Carry-out The code represents carry-out meals or home-delivered meals provided to congregated nutrition program clients. One meal = One unit in ARMS. |
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| 025 | Home-Delivered Meals IIIB Emergency Meal | Code 025: Home-Delivered Meals IIIB Emergency Meal The code represents meals to home-delivered meal clients that do not meet one-third of the recommended daily allowance dietary reference intake (RDA-DRI) requirements. One meal = One unit in ARMS. |
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| 186 | Congregate Meals IIIB Emergency Meal | Code 186: Congregate Nutrition IIIB Emergency Meal |
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|            |                                | The code represents meals to congregate nutrition program clients that do not meet one-third of the recommended daily allowance dietary reference intake (RDA-DRI) requirements. One meal = One unit in ARMS.   |
| <b>026</b> | <b>FF-Home-Delivered Meals</b> | Code 026: FF- Home-Delivered Meals<br>The code represents meals to home-delivered meal clients that may or may not meet one-third of the recommended daily allowance dietary reference intake (RDA-DRI) requirements using FF funding. One meal = One unit in ARMS.     |
| <b>187</b> | <b>FF-Congregate Meals</b>     | Code 187: FF-Congregate Meals<br>The code represents meals to congregate nutrition program clients that may or may not meet one-third of the recommended daily allowance dietary reference intake (RDA-DRI) requirements using FF funding. One meal = One unit in ARMS. |

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| <b>900</b>                                    | <b>FF-Non-unit Emerg Resp Cost Home-Delivered Meals Nutrition COVID</b> | Code 900: FF-Non-unit Emerg Resp Cost Home-Delivered Meals Nutrition COVID The code represents emergency response costs in response to the COVID-19 pandemic. It is intended to capture service provider's necessities such as personal protective equipment (PPE), food service equipment and other unique items that allow providers to continue service. Consumable supplies for participants are also allowable such as produce boxes. One item is the equivalent of one expense.  |
| <b>901</b>                                    | <b>FF-Non-unit Emerg Resp Cost Congregate Nutrition COVID</b>           | Code 901: FF-Non-unit Emerg Resp Cost Congregate Nutrition COVID<br>The code represents emergency response costs in response to the COVID-19 pandemic. It is intended to capture service provider's necessities such as personal protective equipment (PPE), food service equipment and other unique items that allow providers to continue service. Consumable supplies for participants are also allowable such as produce boxes. One item is the equivalent of one expense.   |
| <b>028</b>                                    | <b>CARES-Home-Delivered Meals</b>                                       | Code 028: CARES-Home-Delivered Meals The code represents meals to home-delivered meal clients that may or may not meet one-third of the recommended daily allowance dietary reference intake (RDA-DRI) requirements using CARES funding. One meal = One unit in ARMS.  |
| <b>188</b>                                    | <b>CARES-Congregate Meals</b>   | Code 188: CARES-Congregate Meals The code represents meals to congregate nutrition program clients that may or may not meet one-third of the recommended daily allowance dietary reference intake (RDA-DRI) requirements using CARES funding. One meal = One unit in ARMS.   |
| <b>902</b>                                    | <b>CARES- Non-unit Emerg Resp Cost HDM COVID</b>                        | Code 902: CARES-Non-unit Emerg Resp Cost Nutrition COVID<br>The code represents HDM emergency response costs in response to the COVID-19 pandemic. It is intended to capture service provider's necessities such as personal protective equipment (PPE), food service equipment and other unique items that allow providers to continue service. One item is the equivalent of one expense.  |
| <b>903</b>                                    | <b>CARES- Non-unit Emerg Resp Cost Cong Nutr COVID</b>                  | Code 903: CARES-Non-unit Emerg Resp Cost Nutrition COVID<br>The code represents emergency response costs in response to the COVID-19 pandemic. It is intended to capture service CNP provider's necessities such as personal protective equipment (PPE), food service equipment and other unique items that allow providers to continue service. One item is the equivalent of one expense.  |
| <b>Overnight Respite Service Codes</b>        | <b>Name</b>   | <b>Description</b>   |
| <b>920</b>                                    | CARES- Overnight Respite-COVID  | The provision of group care and supervision in a place other than the overnight respite participant's usual abode on a 24-hour basis for a specified period of time to adults who may be physically or mentally disabled in order to provide temporary relief for the identified unpaid, primary caregiver and includes services provided by a facility licensed under General Statute 131D-6.1. A unit of service is (1) overnight stay on a 24-hour basis regardless of arrival or departure time to the overnight respite facility. |
| <b>921</b>                                    | CARES-Overnight Respite Non-Unit-COVID                                  | Non-Unit costs such as PPE -masks, gloves, disinfectants, thermometers, and other equipment for the provision of overnight respite charged to CARES Act. One unit in ARMS is equivalent to one item purchased.   |
| <b>Senior Center Operations Service Codes</b> | <b>Name</b>   | <b>Description</b>   |

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| <b>171</b>                          | <b>CARES-Senior Center Operations Non-unit Emerg Resp Costs COVID</b> | This code represents emergency response costs in response to the COVID-19 pandemic. It is intended to capture costs associated with a service provider's purchase of supplies and necessities to allow the continuation of service operations. Consumable supplies for participants are also allowable. Consumable supplies for older adults in the community are also allowable. One unit in ARMS is equivalent to one item purchased. |
| <b>Transportation Service Codes</b> | <b>Name</b>   | <b>Description</b>  |
| <b>251</b>                          | <b>Transportation COVID (IIIB)</b>                                    | This code allows transportation to home-delivered and congregate nutrition program clients. One unit = one-way meal delivery trip to a client.  |

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| <b>253</b>                                 | <b>CARES-Transportation General</b>   | This code allows the transport of meals to older adults. One unit= one-way trip to a client.  |
| <b>254</b>                                 | <b>CARES: Transportation Non-Unit Emerg Resp Cost COVID</b>                   | This code supports miscellaneous expenses associated with COVID-19 intended to capture necessities such as PPE, cleaning products and other items that allow transit providers to continue to provide rides. On item=one purchased supply item.                 |
| <b>255</b>                                 | <b>CARES-Transportation Other</b>   | This code allows the transport of other emergency supplies to older adults. One unit= one-way trip to a client.   |
| <b>256</b>                                 | <b>CARES-General Transportation-COVID</b>                                     | This code allows the general transportation of older adults to local community resources for other locations necessary for accessing services and/or accomplishing activities necessary for daily living. One unit=one-way trip to an eligible client           |
| <b>257</b>                                 | <b>CARES-Medical Transportation-COVID</b>                                     | This code allows the medical transportation of older adults to medical care facilities. One unit=one-way trip to an eligible client.  |
| <b>Volunteer Development Service Codes</b> | <b>Name</b>   | <b>Description</b>  |
| <b>290</b>                                 | <b>CARES Volunteer Program Development Non-Unit Emerg Response Cost-COVID</b> | This code captures the expense associated with hiring of personnel for volunteer development and coordination which allows providers to extend staff capacity and develop programming to continue operating during and after the pandemic. 1 "unit"=1 placement |



**TRACKING SPREADSHEET**

Sent as electronic accompaniment to this Administrative Letter via Macro-Enabled Excel Spreadsheet.