

AAA	Area Agency on Aging	An Area Agency on Aging (AAAs) is designated by a State Agency on Aging pursuant to the Older Americans Act (OAA) to provide a comprehensive array of programs and services for older and vulnerable adults within a planning and service area for OAA programs. The Georgia Department of Human Services Division of Aging Services designated 12 AAAs.
AARP		AARP is a nonprofit, nonpartisan membership organization that helps people 50 and over improve the quality of their lives.
ACL	Administration on Community Living	A Division of HHS, AoA is part of ACL.
ACT	At-Risk Adult Crime Tactics	
ADA	American Dietetic Association	The organization of food and nutrition professionals committed to improving the nation's health.
ADA	Americans with Disabilities Act	The Americans with Disabilities Act of 1990, P.L. 101-336 prohibits discrimination by covered entities and ensures equal opportunity for qualified persons with disabilities in employment, State and local government services, public accommodations, commercial facilities, and transportation.
ADH	Adult Day Health	
ADL	Activities of Daily Living	
ADRC	Aging and Disability Resource Connection	The Aging and Disability Resource Center (ADRC) Program is a collaborative effort of the Administration on Aging (AoA) and the Centers for Medicare & Medicaid Services (CMS). ADRCs serve as single points of entry into the long-term system for older adults and people with disabilities.
AIMS	Aging Information Management System	AIMS is the accountability and payment system developed and maintained by DHS Division of Aging Services and DHS Office of Information Technology with assistance from our partners, the Area Agencies on Aging and aging network providers. Adult Protective Services staff use AIMS as the data and case record documentation system.
AIRS	Alliance of Information and Referral Systems	
ALS	Alternate Living Services	
AMT	Account Management Team	The AMT is the administrative and strategic vehicle that brings internal and external partner focus to operations by combining accountable and accessible expert focus on the Division of Aging Services management throughout the network.
ANE	Abuse, Neglect and Exploitation	ANE designates the primary areas of violation that the Adult Protective Services section investigates and attempts to impede and that the OAA targets for elder abuse prevention.
AoA	Administration on Aging	The Administration on Aging (AoA), an agency in the U.S. Department of Health and Human Services, is one of the nation's largest providers of home and community based care for older persons and their caregivers. Its mission pursuant to the federal Older Americans Act is to develop a comprehensive, coordinated, and cost-effective system of long-term care that helps elderly individuals to maintain their dignity in their homes and communities. The AoA mission statement also is to help society prepare for an aging population. The AoA provides oversight for OAA funded programs through the Aging Network.
APS	Adult Protective Services	The Disabled Adults and Elder Persons Protection Act mandates that the DHS DAS Division Director conduct or have conducted investigations of abuse, neglect, or exploitation of disabled persons over the age of 18, or elders over the age of 65 who are not residents of long-term care facilities. APS is the section of DAS that investigates reports, on behalf of the Division Director, deters the ongoing maltreatment of disabled adults and elder persons and seeks to prevent its recurrence through the provision of protective services that may range from information and referral to court ordered guardianship.
AtS	Access to Services	The Access to Services unit is responsible for programs and initiatives related to consumer access.

BCP	Business Continuity Plan	A Business Continuity Plan is a concept used to create and validate a logistical plan for how the organization will recover and restore interrupted critical functions within a predetermined time after a disaster or extended disruption.
BIP	Balancing Incentive Program	
BPP	Budget Planning Process	BPP is the name assigned to the annual DAS project to assess and plan for section and division needs for the future; includes budget and staffing efficiencies, requests and restructure.
C1	Congregate Meals	Title III C1
C2	Home Delivered Meals	Title III C2
C³	Compliment, Comment and Complaint	The division wide comprehensive process and database to capture compliments, comments and complaints.
CCSP	Community Care Services Program	CCSP provides home and community-based Medicaid services to nursing home eligible consumers and gives consumers the choice of remaining in the community. The Division of Aging Services (DAS) operates the CCSP and contracts with the 12 Area Agencies on Aging (AAAs) to provide local program management and coordination. The Department of Community Health Division of Medicaid is the administrative and fiscal authority for the CCSP, a §1915(c) Medicaid waiver program approved by the federal Centers for Medicare and Medicaid Services (CMS).
CDSMP	Chronic Disease Self-Management Program	
CE	Crystal Enterprise	
CHAT	Client Health Assessment Tool	CHAT is standardized software used to identify and prioritize consumer long -term care needs and as a case management tool to assess and care plan for individualized client needs.
CILs	Centers for Independent Living	
CLA	Community Living Arrangements	A Community Living Arrangement is any residence, whether operated for profit or not, that undertakes through its ownership or management to provide or arrange for the provision of daily personal services, supports, care, or treatment exclusively for two or more adults who are not related to the owner or administrator by blood or marriage and whose residential services are financially supported, in whole or in part, by funds designated through the Department of Behavioral Health and Developmental Disabilities (DBHDD).
CLP	Community Living Program	
CMS	Centers for Medicare and Medicaid Services	
CoA	Council on Aging	The Georgia Council on Aging (GCoA) is established by state law to serve in an advisory capacity to the Governor, the General Assembly, DHS and its Board of Human Services, and all other state agencies in matters relating to the elderly. Additionally, the Council provides leadership to the Coalition of Advocates for Georgia's Elderly (CO-AGE), researches aging issues, publishes fact sheets and other educational materials to increase public awareness and understanding of issues of concern to Georgia's older adult population.
DAS	Division of Aging Services	The Georgia Department of Human Services Division of Aging Services is the entity designated by the Georgia Governor and state legislature to administer, manage, design and advocate for benefits, programs and services for the senior citizens, their families and caregivers.
DAS EU	DAS Excellence University	DAS Excellence University is a staff directed education-training initiative that focuses individual and organizational need for DAS' constancy of purpose, excellence, quality, institutional knowledge, and leadership. DAS EU was based upon expertise of Deming, Drucker and Covey, corporate leadership training models, and <i>Shu Ha Ri</i> , the Japanese learning concept for improving excellence. DAS EU courses include course categories of Education and Training, Health and Wellness, and the Virginia J. Clark Lunch & Learn Series.

DAS ITs	Division of Aging Services and Information Technology	The name assigned to the joint Division of Aging Services and Office of Information Technology team that handles system development and maintenance for the Division's computer system.
DBHDD	Department of Behavioral Health and Developmental Disabilities	
DCH	Department of Community Health	The Georgia Department of Community Health (DCH) serves as the lead agency for healthcare planning and purchasing issues in Georgia. DCH is the State Medicaid Authority.
DFCS	Department of Family and Children Services	The Georgia Department of Human Services, Division of Family and Children Services (DFCS) investigates child abuse; finds foster homes for abused and neglected children; helps low income, out-of-work parents get back on their feet; assists with childcare costs for low income parents who are working or in job training; and provides numerous support services and innovative programs to help troubled families.
DHS	Department of Human Services	DHS is Georgia's human service agency whose mission is to strengthen Georgia families by providing services through about 80 programs that ensure their health and welfare.
DIR	Director	The Director of the Division of Aging Services provides oversight of fiscal and contractual administration, policy and standards, program management, and publications and outreach.
DM	District Manager	DM is the individual responsible for managing one of the 5 districts (that include one or more Regions) of the Adult Protective Services program, the DM manages staff, program, and operations. DM is on the APS Leadership Team.
DON-R	Determination of Need – Revised	The DON-R is a validated, standardized screening tool used by DAS programs and the AAA Gateway staff to determine level of impairment and unmet needs. The DON-R defines the factors which help determine a person's functional capacity and any unmet need for assistance in dealing with these impairments.
DP	Development Plan	The DP is the assessment and documentation related to needed and desired skills of expertise for an individual's job function.
EAP	Employee Assistance Program	The EAP offers professional and confidential counseling services for any personal problem that may interfere with job performance and overall well-being.
EJA	Elder Justice Act	
ELAP	Elderly Legal Assistance Program	ELAP provides persons 60 years of age and older legal representation, information, and education in civil legal matters.
ESP	Elderly Services Program	ESP is a comprehensive software program with client and provider service components.
FA	Fiscal Administration	The FA section of the division provides fiscal and contractual oversight for the division.
FF	Funding Formula	The Division uses funding formulas to allocate federal Older Americans Act and state funding to Area Agencies on Aging.
FFS	Fee For Service	
FFY	Federal Fiscal Year	
FSIU	Forensic Special Investigation Unit	
GAAP	Generally Accepted Accounting Practices	GAAP is the standard framework of guidelines for financial accounting used in the United States of America. It includes the standards, conventions, and rules accountants follow in recording and summarizing transactions, and in the preparation of financial statements.
GASB	Governmental Accounting Standards Board	The GASB sets standards of financial accounting and reporting for state and local governmental units.
Gateway		Gateway is the label used to designate the entry point for services provided by the Area Agencies on Aging to seniors and their caregivers.
GBA	Georgia Building Authority	The Georgia Building Authority (GBA) is responsible for all services associated with the management of 48 buildings and various facilities located in the Capitol Hill Complex in Atlanta, Georgia.
GEMA	Georgia Emergency Management Agency	GEMA is the Georgia Office of Homeland Security agency that provides a comprehensive and aggressive all-hazards approach to mitigation, preparedness, response, recovery and special events.

GGG	Georgia Gerontology Society	The Georgia Gerontology Society is a large state organization in the field of aging. It enhances public awareness of the needs of older persons and collaborates with other organizations to expand services to seniors.
GIS	Geographic Information System	A geographic information system (GIS) integrates hardware, software, and data for capturing, managing, analyzing, and displaying all forms of geographically referenced information.
GPRA	Government Performance and Results Act	The Government Performance and Results Act of 1993 is one in a series of United States laws designed to improve government project management.
HCBS	Home and Community Based Services	The Home and Community Based Services (HCBS) program makes available a variety of services to individual consumers, and to groups of consumers, to support and assist older Georgians in staying in their homes and communities.
HDM	Home Delivered Meal	
HHS	US Department of Health and Human Services	
HIPAA	Health Insurance Portability and Accountability Act	The Health Insurance Portability and Accountability Act, of 1996, ("HIPAA") P.L. 104-191 and its regulations provide for health insurance reform, detection of healthcare fraud/abuse, and administrative simplification, including the privacy of protected medical information, security of electronic transmission and codes, and electronic data interchange.
HOSHIN		A planning and management system that focuses and aligns the organization to achieve breakthroughs for customers.
HR	Human Resources	HR is a term to describe the combination of administrative personnel functions with performance, employee relations and resource planning.
IADL	Instrumental Activities of Daily Living	
ICF/MR	Intermediate Care Facilities for the Mentally Retarded	An institution which specializes in providing an intermediate level of care to mentally retarded clients residing in the facility. The intermediate level of care provided includes the provision of shelter, food (including special diets), laundry and personal care services and a program of active treatment if participating in the Medical program.
IFF	Intrastate Funding Formula	The Intrastate Funding Formula is required by the Older Americans Act (OAA), approved by Administration on Aging (AoA) and used by the SUA to calculate and distribute the federal and state allocations to Georgia's 12 Area Agencies on Aging (AAAs).
Inter-Intra	Inter-office and Intra-office	Inter-office communication involves entries within the division conversing with entities outside the division. Intra-office communication takes place among entities within the division.
IES	Integrated Eligibility System	
IT	Information Technology	
I & A	Information and Assistance Program	
LC	Livable Communities	LC provides individual and groups services for non-Medicaid eligible home and community based services (HCBS). Programs include: Caregiver, Kinship Care – Grandparents Raising Grandchildren, Nutrition and Wellness, and Older American Community Services Employment Program.
LEP/SI	Limited English Proficient (LEP) and Sensory Impaired (SI)	Federal civil rights, disability laws, and regulations are the basis of policies within the state and within social services agencies to ensure access to services for individuals with limited English proficiency and/or sensory impairment (LEP/SI). The policy of the Georgia Department of Human Services is to provide meaningful language access to limited English proficient and/or sensory impaired customers to all programs and activities conducted or supported by the department.
LMS	Learning Management System	LMS is a web-based learning infrastructure offering training administration, skill and competency management and other tracking related to employee certification and training.
LOS	Length Of Stay	LOS is a basic Medicaid eligibility requirement related to the period a client is in the hospital. It also related to length of stay in home and community based services (i.e. CCSP and HCBS) as a cost savings to institutional care.

LT	Leadership Team	The Leadership Team is composed of the program administrators or managers of the various sections in the division.
LTCF / NH	Long Term Care Facility / Nursing Home	
LTCO	Long-Term Care Ombudsman	LTCO seeks resolution of problems and advocates for the rights of residents of long-term care facilities with the goal of enhancing the quality of life and care of residents.
MAPs	Measurement and Analysis Plans	A DAS work team created the MAPs form and format for all of DAS to use for measuring, analyzing, aligning, and improving performance. DAS improved the form in 2007. All MAPS are available in one Access database.
MCO	Managed Care Organization	
MFP	Money Follows the Person	Federal grant to transition individuals living in nursing facilities into an independent community living environment.
MOW	Meals on Wheels	
MUD	Managing Using Data	This was the Hoshin goal selected by DAS Leadership team in 2003 to move the DAS aging network toward using data to make decisions concerning service delivery, improving customer satisfaction, and quality of the comprehensive aging services in Georgia.
MVV	Mission, Vision and Values	The mission, vision and values statements for the Division embody the Division's purpose and focus for strategic planning and review related to alignment for priorities.
N4A	National Association of Area Agencies on Aging	N4A is the umbrella organization for Area Agencies on Aging that advocates to ensure that needed resources and support services are available to older Americans.
NALSD	National Association of Legal Services Developers	NALSD is the national association of individuals in each state who is responsible for providing leadership in developing legal assistance programs for persons 60 years of age and older and plays a key role in assisting states in the development and the provision of a strong elder rights system.
NAPIS	The National Aging Program Information Systems	NAPIS is the computer system that stores the annual performance reports completed by the states to comply with AoA reporting requirements.
NAPSA	National Adult Protective Service Association	NAPSA is a national non-profit organization to provide state Adult Protective Services (APS) program administrators and staff with a forum for sharing information, solving problems, and improving the quality of services for victims of elder and vulnerable adult abuse.
NASOP	National Association State Long-Term Care Ombudsman	NASOP is a nonprofit organization composed of state long-term care ombudsmen representing their state programs created by the Older Americans Act.
NASUAD	National Association of State Units on Aging and Disability	NASUAD is a non-profit association representing the nation's 56 officially designated state and territorial agencies on aging.
NCOA	National Council on Aging	
NH	Nursing home	Any facility who primarily provides skilled nursing care and related services to residents who require medical or nursing care; rehabilitation services to the injured, disabled, or sick; or on a regular basis, health care and services to individuals who because of their mental or physical condition require care and services (above the level of room and board) which is available to them only through these facilities, and is not primarily for the care and treatment of mental diseases.
NORC	Naturally Occurring Retirement Communities	A NORC is a community or neighborhood where residents remain for years, and age as neighbors, until a Naturally Occurring Retirement Community develops.
Novell GroupWise		GroupWise is the software product from Novell, Inc. offering email, calendaring, and document management.
NSI	Nutrition Screening Instrument	
NSIP	Nutrition Services Incentive Program	
NWD	No Wrong Door	

OAA	Older Americans Act	The Older Americans Act of 1965, as amended, P.L. 89-73 established the Administration on Aging, and authorized grants to States for community planning and services programs, as well as for research, demonstration, and training projects in the field of aging. Later amendments to the Act added grants to Area Agencies on Aging for local needs identification, planning, and funding of services, including but not limited to nutrition programs in the community as well as for those who are homebound; programs which serve Native American elders; services targeted at low-income minority elders; health promotion and disease prevention activities; in-home services for frail elders, and those services which protect the rights of older persons such as the long term care ombudsman program. Law reauthorizes the OAA every five years and provides for a White House Conference on Aging every decade.
O.C.G.A.	Official Code of Georgia Annotated	
ODIS	Online Directives Information System	ODIS is the repository of the comprehensive policy and procedure manuals for the Department of Human Services which is accessed via the web.
OHRMD	Office of Human Resources Management and Development	OHRMD is the DHS office designated to improve organizational effectiveness through collaborative, responsible, and innovative human resource management and development services.
OIT	Office of Information Technology	The Office of Information Technology provides computing, applications management, IT procurement, network, and telecommunications services to all divisions and offices of the Georgia Department of Human Services.
OMB	Office of Management and Budget	OMB is the federal Executive Branch agency that oversees the President for the preparation of the federal budget and supervises its administration in Executive Branch agencies. OMB evaluates the effectiveness of agency programs, policies, and procedures, assesses competing funding demands among agencies, and sets funding priorities. In addition, the OMB oversees and coordinates the Administration's procurement, financial management, information, and regulatory policies.
OPB	Office of Planning and Budget	The Governor's Office of Planning and Budget provides state budgeting data, strategic planning information and other quality information and consultative services to decision makers and other stakeholders in state government
P&A	Protection and Advocacy System	A nationwide set of agencies, usually operating at the state level, that works to protect the legal and human rights of individuals with disabilities.
PCH	Personal Care Home	Any dwelling that provides or arranges for the provision of housing, food service, and one or more personal services for two or more adults who are not related to the owner or administrator by blood or marriage. (Personal services include, but are not limited to, individual assistance with and supervision of self-administered medications and essential activities or daily living such as eating, bathing, grooming, dressing, and toileting.)
PDCA	Plan-Do-Check-Act	The plan-do-check-act cycle is a four-step quality improvement model for carrying out change.
PIA	Program Integrity and Assessment	Provides programmatic oversight of the AAAs, quality assurance, data analysis, research and evaluation, and compliance monitoring for DAS.
PMF	Performance Management Form	The PMF is the State Personnel Administration tool designed to document employee performance.
PMP	Performance Management Plan	The PMP specifies the targets of job responsibility expectations, behaviors, skills, and steps of improvement identified by an administrator and staff person for employee development.
PO	Program Owner	
POMP	Performance Outcomes Measures project (POMP)	POMP is the effort sponsored by the Administration on Aging to develop and field-test a core set of performance measures for state and community programs on aging operating under the Older Americans Act (OAA).
PSA	Planning and Service Area	The Older American Act (OAA) mandates that State Agencies on Aging designate PSAs and that they consider the geographical distribution of older individuals in the State, the comments of older adults, AAAs, and public officials, the incidence of the need for supportive services divide and divide their territory into distinct planning and service areas in accordance with OAA guidelines.

RC	Regional Commissions	Regional Commissions (RCs) are multi-county planning and development agencies serving municipal and county governments in different areas of the state, pursuant to state law. For purposes of the Older Americans Act (OAA), RDCs are units of general purpose local government.
RC	Regional Coordinators	Monitoring and evaluation staff that conduct site visits to AAAs and provider facilities to assess compliance and quality of services provided.
RD	Registered Dietitian	
RFI	Request for Information	
RFP	Request for Proposal	
SEP	Single Entry Point	
SFY	State Fiscal Year	The state fiscal year or budget year begins on July 1 of one year and ends on June 30 of the following year.
SHIP	State Health Insurance Assistance Program	The Centers for Medicare and Medicaid Services (CMS) program that provides unbiased counseling to assist with Medicare coverage questions.
SILC	Statewide Independent Living Council	
SMP	Formerly known as Senior Medicare Patrol	The Administration on Aging program designed to target Medicare fraud and abuse.
SOURCE	Service Options Using Resources in a Community Environment	A State Plan enhanced primary care case management program that serves frail elderly and disabled beneficiaries
SPA	State Personnel Administration	The SPA is the central personnel agency of the state of Georgia, providing human resource (HR) and benefit programs, products and services to all state entities and employees.
SPP	Strategic Planning Process	The SPP is the process by which DAS defines objectives and assesses both the internal and external situation to formulate strategy, implement the strategy, evaluate the progress and make adjustments as necessary to stay on track.
SUA	State Unit on Aging	“State Units on Aging” is the commonly used name for State Agencies on Aging as referred to in the federal Older Americans Act. They are agencies of state and territorial governments designated by governors and state legislatures to administer, manage, design and advocate for benefits, programs and services for the elderly and their families and, in many states, for adults with physical disabilities.
SWOT	Strengths, Weaknesses, Opportunities and Threats	SWOT is an analysis to identify an organization’s advantages and challenges.
T&TA	Training and Technical Assistance	Education and assistance provided to assist contactors meet mandates, standards, policies and program requirements.
TCM	Targeted Case Management	Case Management provided to a select group of individuals to identify needs and risks and to refer for appropriate services and or interventions. Direct case management services provided by APS staff to reduce risk of ANE. Medicaid Waiver fund source.
Title III	Third Title of the Older Americans Act - Grants for State and Community Programs on Aging	
UAT	User Acceptance Testing	User Acceptance Testing (UAT) is the trial and review process conducted by the owner or client of the object under test to confirm that the modification or addition meets requirements.
UR2NO		UR2NO is the name for the regularly disseminated email communication updates issued by the Director of the Division of Aging Services to staff.
WIG	Wildly Important Goals	A WIG is one of the Four Disciplines of Execution from Franklin Covey.

WPP	Workforce Planning Project	WPP is the name assigned to the DAS project to assess and plan the structure of jobs, sections and needs for the future.
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