

**Virginia Department for the Aging**  
**Technical Assistance for Unmet Demand for Services Data Collection and Reporting**

As of April 1, 2012 the Unmet Demand for Services data collection and reporting will now occur in the NWD Communication, Referral, and Information and Assistance (CRIA) tool. Instead of obtaining a “snapshot” of the unmet service demand in your service area for one month each quarter, you will be able to capture ongoing unmet needs information in the client CRIA Encounter. When an individual is determined to have an unmet need, you will be able to record the need in the system, which will automatically quantify the need for the remainder of the calendar year. This will connect each unit of service demand to a specific individual. As with the previous manual data collection process, you will continue to report only the demand that is actually assessed, reassessed or requested during the client interview/assessment process. There will no longer be a requirement to submit paper reports quarterly to VDA.

**Data Collection Requirements**

- You are required to collect unmet service demand data that is actually assessed or requested depending on the service and cannot be met at the present time through any AAA program, regardless of funding source.
- Use the UAI (part A or full) to assess need for all of these services except Residential Repair and Transportation.
- You are required to collect data on only the following six services, if your AAA offers the service:
  - Adult Day Health -- (full UAI)
  - Home Delivered Meals -- (Part A UAI)
  - Homemaker Services -- (Part A UAI)
  - Personal Care -- (full UAI)
  - Residential Repair -- (Quick Form)
  - Transportation -- (Quick Form)
- For each individual with an unmet demand for one of these services, report the
  - Number of unmet service units assessed (hours, meals, one-way trips)
  - For the month in which the assessment was done
  - For every month for the remainder of the calendar year (The system will automatically calculate the unmet need for the remainder of the calendar year.)
  - Indicate the “category” as un-served or underserved.
    - Un-served persons are those who will not receive any of the service they need.
    - Underserved persons are those who will receive less than the assessed amount.

- Do not report maximum possible demand unless that is the actual assessed demand. If an individual has a demand that is partially met by a family caregiver, then the unmet demand should be reduced accordingly. (For example, if a person is assessed to need 1 home delivered meal per day, or 7 per week, but a family member prepares meals on the weekends, the unmet demand would be decreased by 8 meals per month.)

#### Service Norms

- Adult Day Health – up to 8 hours per day, up to 5 days per week, as assessed
- Home Delivered Meals – up to 2 meals per day, up to 7 days per week, as assessed
- Homemaker – up to 8 hours per week, as assessed
- Personal Care – up to 20 hours per week, as assessed

#### Reporting

There is no longer a requirement to submit paper reports quarterly to VDA. VDA will be able to run statewide and individual AAA reports in the NWD Tools Application. AAAs will also be able to run their local agency reports and are encouraged to do so to verify accuracy.