

Abbreviations, Acronyms, and Definitions

ADRC Operations Manual

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AAA	Area agency on aging
ACCESS	Online application for income maintenance programs
ACL	Administration for Community Living
ADL	Activities of daily living
Admin. Code	Wisconsin administrative code
ADN	Aging and disability network
ADPAW	Aging and Disability Professionals Association of Wisconsin
ADRC	Aging and disability resource center

ADRC Specialist	The staff of an ADRC who perform one or more of the following: <ul style="list-style-type: none"> - Information and assistance; - Options counseling; - Eligibility determination; or - Choice counseling, also called enrollment and disenrollment counseling.
AEP	Annual enrollment period. Open enrollment for Medicare Advantage and prescription drug plans occurs every year from October 15 to December 5.
AFCSP	Alzheimer’s Family Caregiver Support Program is a Wisconsin caregiver program designed to assist families supporting someone with dementia.
AFH	An adult family home is a residential care setting for 1–4 individuals.
AIRS	Alliance of Information and Referral Systems is a credentialing authority operating an accreditation program that measures an organization’s ability to meet the AIRS standards, and a certification program that evaluates the competence of information and referral specialists.
ALF	Assisted living facilities are several types of residential care settings, including residential care apartment complexes, community-based residential facilities, and adult family homes.
APS	Adult protective services
AR	Authorized representative (Medicaid) or appointed representative (social security); may also be referred to as a “1619,” which is the form used by the Social Security Administration
ARPA	American Rescue Plan Act
ARRA	American Recovery and Reinvestment Act
ASA	American Society on Aging
AU	Aging unit

BADR	Bureau of Aging and Disability Resources
BC/BC+	BadgerCare Plus is the Medicaid program designed for children, parents, and caretakers of minor children as well as childless adults.
Benefit Specialist	An elder or disability benefit specialist
BFOQ	Bona Fide Occupational Qualification
BPDD	Wisconsin Board for People with Developmental Disabilities
BOALTC	Board on Aging and Long Term Care

C1	Title C1 of the Older Americans Act, which authorizes the congregate meal program.
C2	Title C2 of the Older Americans Act, which authorizes the home-delivered meal program.
CAARN	Community Academic Aging Research Network
CAP	Community Action Program or Client Assistance Program
Capitation Rate	A monthly payment made to a managed care organization for each enrolled member where the payment is the same for every member and represents a projected average cost, including services and administration, across all MCO members. No other payments may be made to a managed care organization.
Caregiver Misconduct Registry	The Department of Health Services record of people, who while working as caregivers in specified DHS-regulated facilities or for specified DHS-regulated programs, were found to have abused or neglected a client or misappropriated a client's property.
CARES	Client Assistance for Re-employment and Economic Support is an automated system for determining eligibility for FoodShare and other benefits.
CARS	Community Aids Reporting System
CAU	County aging unit
CBRF	A community-based residential facility is a residential care setting in which five or more unrelated adults live and receive care, treatment, or services but not skilled nursing care on any permanent basis, in addition to room and board.
CCPA	Consumer Credit Protection Act
CCRT	Coordinated community response team
CCS	Comprehensive Community Services is a program for individuals with mental and substance use disorders. The program provides a flexible array of individualized community-based psycho-social rehabilitation services, authorized by a mental health professional to consumers with mental health or substance use issues across their lifespan.
CD	Certified dietitian
CDC	Centers for Disease Control and Prevention
CDMSP	Chronic Disease Self-Management Program
CEU	Continuing education unit (or credit)
CFR	Code of Federal Regulations
CMO	Care management organization
CMS	Centers for Medicare and Medicaid Services
CNA	Certified nursing assistant
COA	Commission on Aging

COBRA	Consolidated Omnibus Budget Reconciliation Act
Connections to Community Living	A DHS initiative that provides opportunities for people wishing to relocate from a nursing home to a home and community-based setting.
CRC	Civil rights compliance
CSA	A client services agreement used in the benefit specialist program; also a community services agreement.
CSP	The Community Support Program is a program that coordinates care and treatment services provided to individuals with severe and persistent mental illness.
CT	Care transitions
CWA	County waiver agency
CWAG	Coalition of Wisconsin Aging Groups
CWW	CARES Worker Web
CY	Calendar year

DBS	A disability benefit specialist is a person in each ADRC who helps and advocates for adults age 18–59 to obtain and keep Social Security disability benefits, Medicare, Medicaid, and other public or private disability benefits.
DCS	A dementia care specialist is a person in each ADRC who provides support to individuals living with dementia as well as their caregivers. DCSs provide expertise on dementia to staff at ADRCs as well as training and support for the community.
DCW	Direct care worker
DDB	Disability Determination Bureau
DGA	Dietary Guidelines for Americans
DMS	Division of Medicaid Services
DHS	Department of Health Services
Divestment	In reference to eligibility for Medicaid, divestment is the disposal of resources in order to qualify for benefits.
DME	Durable medical equipment
DNR	Do not resuscitate; orders of physicians to withhold restorative treatment, usually limited to cardiopulmonary resuscitation, from patients who suffer cardiac or respiratory arrest.
DOT	Department of Transportation
DPH	Division of Public Health

DPOA	Durable Power of Attorney
DQA	Division of Quality Assurance
DRG	Diagnosis-related groups
DRI	Dietary reference intakes
DRW	Disability Rights Wisconsin
DSM-V	The Diagnostic and Statistical Manual of Mental Disorders, published by the American Psychiatric Association.
D-SNP	A special needs plan for Medicare beneficiaries who are dually eligible for Medicaid.
DTR	Dietetic technician, registered
DVR	Division of Vocational Rehabilitation at the Wisconsin Department of Workforce Development
DWD	Department of Workforce Development
Dx	Diagnosis

EA	Elder abuse or energy assistance
EAP	Employee Assistance Program
EBS	An elder benefit specialist is a person in each county who helps adults 60 and older to obtain and keep Medicare, Medicaid, and other human services program benefits.
EBT	Electronic Benefit Transfer System that is utilized by the FoodShare program
EEO	Equal employment opportunity
EEOC	Equal Employment Opportunity Commission
EIC	Earned income credit
EMS	Emergency medical services
EMT	Emergency medical technician
ENP	Elder Nutrition Program
EOC	Equal opportunity coordinator
EPA	Equal Pay Act
EQRO	External quality review organization
ER	Emergency room
ERI	Employment Resources, Inc.
ERISA	Employment Retirement Income Security Act
ERP	Estate recovery program
ES	Economic support

ESS	Economic support services or economic support specialist
EXPEND	Expenditure

Family Support	A DHS program that provides support to families with a child with severe disabilities living at home by helping to pay for the services and supports that a family needs to care for the child at home.
FAQ	Frequently asked questions
FC	Family Care
FCC	Family crisis center
FEA	Fiscal employer agent providing financial administration duties for participants of the IRIS program
FEPA	Fair employment practices agency
FERPA	Family Educational Rights and Privacy Act
FFS	Fee-for-service is when services that are paid for individually, rather than as part of a pre-paid capitated rate.
FFY	Federal fiscal year
FGP	Foster Grandparent Program
FLSA	Fair Labor Standards Act
FMLA	Family and Medical Leave Act
ForwardHealth, FH, FHiC	ForwardHealth interChange is the website for finding information about and accessing Wisconsin's Medicaid, long-term care, nutrition, and other benefit programs.
FPL	Federal poverty level
FS	FoodShare
FSET	FoodShare Employment and Training
FTE	Full-time equivalent
FY	Fiscal year

GAO	Government Accountability Office
GLITC	Great Lakes Inter-Tribal Council
GPR	General Purpose Revenue consists of state-levied taxes and miscellaneous receipts and revenues collected by state agencies and paid into the state general fund where they are then available for appropriation by the legislature.

GWAAR	Greater Wisconsin Agency on Aging Resources is the area agency on aging serving all counties in Wisconsin except Milwaukee and Dane.
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HACCP	Hazard analysis and critical control point
HCBS	Home and community-based services
HCBW	Home and community-based waiver
HDM	Home-delivered meal
Health Care Agent	An individual who has been designated by a patient through a Power of Attorney for Health Care, to make health care decisions on behalf of the patient.
HHS	U.S. Department of Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act contains requirements relating to the disclosure of personal health information in order to protect privacy.
HMO	Health maintenance organization
HOH	Hard of hearing
Hospice	A residential or nonresidential program that provides care to a person who is dying, with the care directed at lessening the pain and other physical symptoms rather than curing the condition. Hospice includes support for the person who is dying as well as their family.
HUD	The Department of Housing and Urban Development

I&A	Information and assistance
I&R	Information and referral
IADL	Instrumental activities for daily living
iC	ForwardHealth interChange is the website for finding information about and accessing Wisconsin's Medicaid, long-term care, nutrition, and other benefit programs.
ICF	Intermediate care facility
ICF-MR	An ICF serving only or mainly residents with a developmental or intellectual disability, providing active treatment for residents.
IC	IRIS consultants assist individual IRIS participants in developing their support and service plans.
ICA	IRIS consultant agency is the organization which, under contract with DHS, employs, trains, and oversees the IRIS consultants; answers questions for IRIS participants; and approves participants' support and service plans.

ICU	Intensive care unit
I/DD	Intellectual or development disability
IDEA	Individuals with Disabilities Education Act
ILC	Independent living centers are agencies that provide or arrange services to help individuals with disabilities live as independently as possible.
IHS	Indian Health Service
IM	Income maintenance is a county government unit or multi-county consortium responsible for determining eligibility and issuing benefits for the Wisconsin Medicaid, FoodShare, and Child Care Programs.
IMD	Institution for mental disease
IRIS	Include, Respect, I Self-Direct is Wisconsin's self-directed supports waiver program.
ISP	Individualized service plan
IT	Information technology
IV	Intravenous
IVC	Interfaith volunteer caregivers

JCAHO	Joint Commission on Accreditation of Healthcare Organizations
JTPA	Job Training Partnership Act

Katie Beckett Program	A Medicaid program for children with disabilities who need skilled or intermediate nursing care, with only the child's income and assets considered and not the income and assets of the parents.
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LAB	Legislative Audit Bureau
LAP	Legal assistance provider
LAW	Legal Action of Wisconsin is a statewide public interest law firm concerned with advocating on behalf of public assistance clients.
LEEPS Program	Language Enriched Exercise Plus Socialization is a program based on the replication of a successful study done by Sharon Arkin at the University of Arizona in Phoenix. Dr. Arkin's study revealed that trained volunteers working with people with Alzheimer's disease and related dementias toward increased physical abilities, improved their mood and experienced increased satisfaction with their

	lives. Caregivers of the study participants also have an increase in the satisfaction levels of their own lives.
LEP	Limited English proficiency
LGBTQ+	Lesbian, Gay, Bisexual, Transgender, Queer
Living Will	A form which enables a person to declare his or her wishes in advance concerning the use of life-sustaining procedures in the event of a terminal illness or injury when the person has become incompetent.
LMS	Learning management system administered by ERI, also referred to as Litmos.
LOA	Leave of absence
LOC	Level of care
LTC	Long-term care
LTCFS	The long-term care functional screen is used to determine functional eligibility for Wisconsin's long-term care programs.
LTE	Limited term employee
LTS	Long-term support
LTSS	Long-term services and supports

MA	Medicaid, Medical Assistance, or Medicare Advantage plan
MAPP	Medicaid Purchase Plan is a program that offers people with disabilities who are working, or interested in working, the opportunity to buy Medicaid coverage.
MA Waiver	An exemption from a requirement of federal MA law, granted to DHS by the Secretary of the U.S. Department of Health and Human Services.
MC	Medicare
MCO	Managed care organization is an entity responsible for delivering Family Care, PACE, Partnership, or other publicly funded long-term care program services.
MDS	The minimum data set is a core set of data elements that describes nursing home resident clinical, functional, and demographic characteristics, submitted by nursing homes to DHS. This is required for all federally certified nursing homes.
MDS-Q	The section of the MDS assessment that nursing home staff complete with residents, which asks whether the resident wants to return to the community. Nursing homes are required to refer people who indicate a desire to relocate to a local contact agency, which in Wisconsin is the ADRC.
Medicaid Card Services	Health services which may be paid for through the standard Medicaid fee-for-service program.

Medical/Remedial Expenses	The cost of medical and remedial expenses which are not covered services under the Medicaid program and may be deducted from a person's income in determining a person's eligibility for MAPP and the amount of their MAPP premium, cost share, or patient liability.
Medicare	Insurance-like payments for medical care of people age 65 and over, or adults with disabilities receiving SSDO; administered by CMS.
MHI	Mental health institute
MI	Mental illness or monetary impact (benefit specialist program)
MIPPA	Medicare Improvements for Patients and Providers Act
MIS	Management information specialist
MMIS	Medicaid Management Information System
MOA	Memorandum of agreement
MOU	Memorandum of understanding
MOW	Meals on Wheels
MOWAA	Meals on Wheels Association of America
MSP	Medicare Savings Program

N4A	National Association of Area Agencies on Aging
NAC	Nutrition Advisory Council
NACSP	Native American Caregiver Support Program
NAELA	National Academy of Elder Law Attorneys
NALA	National Association of Legal Assistants
NAMI	National Alliance on Mental Illness
NANASP	National Association of Nutrition and Aging Services Professionals
NAPIS	National Aging Program Information System
NAT	No active treatment
NCOA	National Council on Aging
NDTR	Nutrition and dietetics technician, registered
NEMT	Non-emergency medical transportation funded by Medicaid for full-benefit recipients
NFCSP	National Family Caregiver Support Program
NIA	National Institute on Aging
NICOA	National Indian Council on Aging
NIH	National Institutes of Health

NISC	National Institute of Senior Centers
NOSSCR	National Organization of Social Security Claimants' Representatives
NRCNA	National Resource Center on Nutrition and Aging
NSIP	Nutrition Services Incentive Program
NSOPW	National Sex Offender Public Website
NWD	No Wrong Door

OAA	Older Americans Act
OASDI	Old Age, Survivors, and Disability Insurance Program; Social Security.
OASIS	Outcome and Assessment Information Set
OBRA	Omnibus and Budget Reconciliation Act
OBVI	Office for the Blind and Visually Impaired
OCI	Office of the Commissioner of Insurance
ODHH	Office for the Deaf and Hard of Hearing
OOA	Office on Aging
OPIL	Office for the Promotion of Independent Living
OPDIL	Office of Physical Disabilities and Independent Living
ORCD	Office of Resource Center Development
OSHA	Occupational Safety and Health Administration

PAC	Pre-admission consultation
PACE	Program of All-Inclusive Care for the Elderly is a long-term care program available in Kenosha, Milwaukee, Racine, and Waukesha counties.
PAP	Prescription assistance program
Partnership	The Family Care Partnership program is a Medicaid managed care program that integrates health and long-term support services for nursing home eligible older adults and people with disabilities. This program is only available in certain counties.
PASRR	Preadmission Screening and Resident Review is a federal requirement established to identify individuals with mental illness or intellectual or developmental disabilities to ensure appropriate placement in the community or nursing facility.
PCA	Personal care agency

PCW	Personal care worker
PD	Physical disability
PDP	Prescription drug plan
PE	Presumptive eligibility
Personal Care Services	Personal care services mainly refer to assistance with activities of daily living such as eating, dressing, bathing, and walking.
POA	Power of Attorney
Power of Attorney for Health Care (POAHC)	A competent person at least 18 years of age may complete a form available from DHS to designate someone to make health care decisions for the person in the event that the person becomes unable. The designated person is that person's agent to exercise the power of attorney.
Power of Attorney for Finance	A competent person at least 18 years of age may complete a form available from DHS to designate someone to make financial decisions on their behalf.
PPO	Preferred provider organization is a limited or preferred group of physicians and hospitals that offer a discount on their normal charges for services provided to members of an organization which contract with it.
Prospective Rate Reimbursement	Any method of paying medical care providers under which amounts or rates are established in advance and providers are paid regardless of actual costs
Protective Placement	A court-ordered placement of people found incompetent to manage their own affairs and in need of care and custody where the placement is in a nursing home and other non-psychiatric protective living settings.
Protective Services	Assistance to protect vulnerable people from being abused, exploited, or treated in a degrading manner, and to help those who are vulnerable adults to live as independently as possible.
PSA	Planning and services area
PT	Physical therapy or part-time
PY	Prior year

QA	Quality assurance
QI	Quality improvement
QMB	Qualified Medicare beneficiary
QIDP	Qualified intellectual disability professional is an employee of a facility for the developmentally disabled or a nursing home who has specialized training in intellectual disabilities or at least one year

	of experience in treating or working with individuals with intellectual disabilities and who has at least a bachelor's degree in a human services field.
QPR	Quarterly program report, or Question-Persuade-Refer which is a suicide prevention approach.

RC	Resource center
RCAC	A residential care apartment complex is a type of assisted living facility.
RD	Registered dietitian
RDA	Recommended daily allowance
RDN	Registered dietitian nutritionist
RFP	Request for proposal
ROI	Return on investment
RN	Registered nurse
RQS	Regional quality specialist staff within ORCD
RSVP	Retired Senior Volunteer Program
RT	Respiratory therapist

SAMHSA	Substance Abuse and Mental Health Services Administration
SAMS	Social Assistance Management System
SC	Senior center or SeniorCare
SCET	Senior Citizen Employment and Training Program
SCP	Senior Companion Program
SCS	Senior Community Services
SCSEP	Senior Community Service Employment Program
SDS	Self-directed supports
SEAL	Service Excellence and Aging Leadership
SEP	Special enrollment period
SFY	State fiscal year
SHC	Supportive home care
SHIP	State Health Insurance Program for Medicare
SLMB/SLMB+	Specified Low Income Medicare Beneficiaries are Medicare savings programs.
SMV	Specialized medical vehicle
SNAP	Supplemental Nutrition Assistance Program, USDA; FoodShare is the Wisconsin SNAP program
SNF	Skilled nursing facility; a federal certification and state licensing term for long-term care facilities that provide care to residents who do not need the type of care and treatment provided in a hospital but do require some medical attention and continuous skilled nursing observation
SNP	Special needs program or special needs plans in Medicare

SPMI	Severe and persistent mental illness
SOD	Statement of deficiency from DQA
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income is a federal government income support program for aged, blind, and disabled people where payments are distributed by the federal government and recipients receive a monthly state supplement and Medicaid eligibility.
SSI-E	SSI Exceptional Expense Supplement is the state's supplement to SSI payment made in recognition of exceptional expenses and available to individuals who live in licensed or certified residential care settings or who live at home but receive a high level of supportive services.
SSI MA	Medicaid program for individual eligible for SSI.
SSN	Social security number
STARS	SHIP Tracking and Reporting System
STRAP	Supplemental Transportation Rural Assistance Program
SW	Social Worker

T18	Title XVIII—Medicare
T19	Title XIX—Medicaid
TA	Technical assistance
TAP	Telecommunication Assistance Program
TAO	Tribal Affairs Office at DHS
TAU	Tribal aging unit
TBI	Traumatic brain injury
TDD	Telecommunication device for the deaf
TDBS	Tribal disability benefit specialist
Title III	Title III of the Older Americans Act
Title V	Title V of the Older Americans Act, Senior Community Services Employment Program
Title VI	Title VI of the Older Americans Act, Programs for Native American Elders
Tribal ADRS	Tribal aging and disability resource specialist
T&T	Time and task, also known as 100% time reporting
TTY	Text telephone writer, which transcribes telephone messages received from people with hearing impairments.

UC	Unemployment compensation
USDA	U.S. Department of Agriculture
USERA	Uniformed Services Employment and Reemployment Act
UW	United Way or University of Wisconsin

Vendor	A supplier of good or services in long-term care programs; typically this is an organization authorized to provide goods or services funded by the program.
VR	Vocational rehabilitation are services to support people with disabilities in developing their job skills.

WABS	Wisconsin Association of Benefit Specialists
WADSA	Wisconsin Adult Day Services Association
WAMS	Web Access Management System
WIBS	Work incentives benefit specialist is an individual that has been trained in disability benefits and rules that apply to people with disabilities when they are working or planning to work and earn money.
WAND	Wisconsin Association of Nutrition Directors
WASC	Wisconsin Association of Senior Centers
WATTS Review	Annual review by a guardian ad litem of the status of a person protectively placed and subsequent summary or full hearing by a court on the finding.
Waiver	An exemption from federal Medicaid requirements that states can apply for and use to test new or implement alternative ways of delivering and paying for health care services through Medicaid programs.
1115 Waiver	Medicaid Research and Demonstration Project Waiver provides for program flexibility to test new approaches to financing and delivering Medicaid services.
1915(b) Waiver	Medicaid Managed Care Waiver allows states to provide services through managed care delivery systems or otherwise limit participants' choice of providers.
1915(c) Waiver	Home and Community-Based Services Waiver allows states to provide a variety of medical and non-medical long-term care services in home and community-based settings under the Medicaid program, including but not limited to, case management, homemaker, home health aide, personal care, adult day health services, residential care services, and respite care.

1915(b)(c) Waiver	Concurrent waiver that allows states to implement both HCBS and managed care waivers at the same time.
WPDD	Wisconsin Board for People with Development Disabilities is an advocacy organization for people with developmental disabilities established under state and federal law.
WCCA	Wisconsin Circuit Court Access
WCA	Wisconsin Counties Association
WDC	Wisconsin Disability Coalition
WCHSA	Wisconsin Counties Human Services Association
WHEAP	Wisconsin Home Energy Assistance Program
WIHA	Wisconsin Institute for Healthy Aging
WILMS	Wisconsin Logon Management System, WILMS, is a user ID required for most technology systems.
WISE	Wisconsin Senior Employment Program
WWWP	Wisconsin Well Woman Program provides preventative health screening services to women with little or no health insurance.

YT	Youth transition
YTD	Year to date