

UNIVERSAL CONSUMER INFORMATION TOOL GUIDANCE DOCUMENT

SEPTEMBER 2024

History	of the Universal Consumer Information Tool (UCIT) Collaborative Development
	Key Dates of UCIT Collaboration
Goal: To comply	with ACL, NM State data requirements, while including AAA input.
12/16/2019	Initial Webinar—OAAPS login
12/12/2019	OAAPS User Guide published
3/20/2020	Webinar—ACL's vision for data collection and reporting
5/4/2021	Webinar—AAA users training sponsored by ACL
8/7/2021	Email—Initial feedback from the AAAs
10/1/2021	The requirements for the State Performance Report for Titles III and VII (Chapters 3 and 4) for
	federal fiscal year 2022 (FFY 2022) starting 10/01/2021 and subsequent years by all State Units on
	Aging.
4/11/2022	Initial Combined Intake Form
6/1/2022	ALTSD Consumer Assessment Planning Discussion
7/13/2022	Training for AAAs and Providers on OAAPS requirements
12/12/2022	Assessment (UCIT) Planning team met
9/1/2023	Universal tool workgroup meeting with the AAAs
12/12/2023	Crosswalk combining ACL, NM, ALTSD, AAA requirements sent to WellSky
3/15/2024	ACL new rule 13.21 in effect—impacting data collection requirements
2023–2024	Refining UCIT Tool with WellSky (6 iterations)
	Four training sessions (with accepted revisions from attendees) provided during August and
	September of 2024
10/1/2024	UCIT Implementation

Title III Cluster 1: Registered Services—A service provided for older adults under OAA Title III for which ADL limitations and IADL limitations characteristics are reported in addition to the other consumer demographics and characteristics. Demographic/characteristic **Service** Personal Care Race Distribution Age Homemaker Gender Minority Distribution Chore Geographic **ADLs** Home Delivered Distribution • IADLs Meals • Nutrition Risk (for Home Delivered Meals Only) **Poverty Status** Adult Day Household Status Care/Health Ethnicity Case Distribution Management UCIT Sections: 1, 2, 4 Title III Cluster 2: Registered Services—A service provided for older adults under OAA Title III for which ADL limitations and IADL limitations characteristics are not reported in addition to the other consumer demographics and characteristics. Demographic/characteristic **Service** Assisted Age **Race Distribution** • Transportation Gender Minority Distribution Congregate Geographic • Nutrition Risk (for Congregate Meals Only) Nutrition Distribution Nutrition **Poverty Status** Counseling Household Status Ethnicity Distribution

UCIT Sections: 1, 2.E, 4

reported.	
Service	Basic Eligibility Requirements (Local Policy Determines Information)
Transportation	Name
Nutrition Education	Age
Other Services	
Evidence-based health promotion disease	
prevention	
Non-evidence-based health promotion disease	
prevention	
Information and Assistance	
Outreach	LICIT Section 4 C4 4 C2 4 C2 4 C2
T'41 III \/III \( \text{0} \) ( \( \text{F} \)   \( \text{1} \)   \( \text	UCIT Section: 1.C.1, 1.C.2, 1.C.3, 1.C.5
	-Demographic and Consumer Characteristics
3.	sehold Status
	nicity Distribution
	e Distribution
Poverty Status     Min	ority Distribution
	Does not complete the UCIT – Provider completes the information on each client based – Sent by the AAA
	regivers of Older Adults AND Older Relative Caregivers
Registered Service	Demographic/characteristic
<ul><li>Counseling</li><li>Respite</li></ul>	• Age
• Training o In-home	Gender
Supplemental	lay) • Geographic Distribution
Case Management	Poverty Status
Assistance (overnight)	Ethnicity Distribution
<ul> <li>Other Respite</li> </ul>	Relationship Status
TH W.F.O	UCIT Section: 3
	regivers of Older Adults AND Older Relative Caregivers
Unregistered Service	
Support Groups	
<ul> <li>Information and Assistance</li> </ul>	
Public Information Services	
No Demographic Data Required	

New Mexico Universal Consumer Information Tool (UCIT)				
Section 1—Consumer Demographics				
Assessment Information (For Internal Use Onl	y)			
Question	Response	Guidance		
1. Type of assessment	☐ Initial Assessment ☐ Reassessment			
Initial Assessment:     What service are you interested in?		The questions in this tool have been marked with either (ACL) or (NM)		
3a. Reassessment:  Do you want to continue with your current service?	☐ Yes ☐ No	ACL = refers to the federal Administration for Community Living Data Requirements / Guidance		
3b. If yes, what service is the consumer currently receiving?		NM = references New Mexico State Requirements / Guidance		
4. This form is being completed for a:	<ul> <li>Consumer who is seeking or using Cluster 1, 2, or 3 services only</li> <li>Care Recipient, who is a consumer that also has a caregiver where both parties need services</li> <li>Caregiver of an Older Adult</li> <li>Older Relative Caregiver (formerly Grandparents raising Grandchildren)</li> </ul>	If there is not a mark by the question, it was collaboratively developed and refined by the UCIT team which includes: ALTSD, AAAs, and providers.  Complete the assessment information section by accurately answering the questions.		
5. The assessor works for which agency?	<ul> <li>□ Community Provider</li> <li>□ ALTSD</li> <li>□ ADRC</li> <li>□ APS</li> <li>□ Health Professional</li> <li>□ Home Care Provider</li> <li>□ IAAA Provider</li> <li>□ Other</li> </ul>			

Section 1—Consumer Demographics—continued				
B. Basic Information (ACL)				
Question	Response	Guidance		
1. What is your first name? (ACL)		Ask the questions as listed.		
2. What is your middle initial? (ACL)		Record the responses accurately.		
3. What is your last name? (ACL)		Then, add any additional information provided in the notes section of the tool. (online and printed)		
4. What is your date of birth? (ACL)		Place a note describing the relationship of the eligible participant. Example: Spouse under 60		
5. What is your primary phone #?				
6. What is your cell phone #?		Ask the questions as listed.		
7. What is your email address?		Record the responses accurately.		
8a. What is your marital status?  8b. What is the name of your spouse / partner?  9a. What is your primary language?	<ul> <li>☐ Single</li> <li>☐ Married</li> <li>☐ Significant Other</li> <li>☐ Separated</li> <li>☐ Divorced</li> <li>☐ Widowed</li> <li>☐ English</li> <li>☐ Spanish</li> <li>☐ Spanish speaking, reads English</li> <li>☐ American Sign Language</li> <li>☐ Other</li> </ul>	Then, add any additional information provided in the notes section of the tool. (online and printed)		
9b. If your primary language is other, specify language				
10. What is your gender? (ACL)	<ul><li>☐ Female</li><li>☐ Male</li><li>☐ Other</li></ul>			
11. What is your sexual orientation? (NM)	<ul> <li>☐ Heterosexual / Straight</li> <li>☐ Bisexual</li> <li>☐ Gay / Lesbian</li> <li>☐ Declined to answer</li> </ul>			

Section 1—Consumer Demographics—contin	ued	
B. Basic Information—continued		
Question	Response	Guidance
12. What is your ethnicity? (ACL)	☐ Hispanic or Latino	
	☐ Not Hispanic or Latino	Ask the questions as listed.
13a. What is your race? (ACL)	☐ American Indian or Alaska Native	Record the responses accurately.
	☐ Asian	Then, add any additional information provided
	☐ Black or African American	in the notes section of the tool. (online and
	☐ Native Hawaiian or Pacific Islander	printed)
	☐ White	
13b. If you are American Indian, Alaska Native		
or Native Hawaiian / Pacific Islander,		
specify Tribal affiliation(ACL)		
14. Is your household income at or below	☐ Yes ☐ No	
100% poverty threshold based on the Federal		
Poverty Guidelines? (website reference below)		
https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines/prior-hhs-poverty-guidelines-federal-register-references/2024-poverty-guidelines-computations		
15. What is your veteran status?	☐ Veteran	
•	☐ Eligible spouse of veteran	
	☐ Not a Veteran	
16a. Do you live alone? (ACL)	☐ Yes ☐ No	
16b. If no, how many people live in the home?		
17. Do you have permanent housing?	☐ Yes ☐ No	
C. Address		
Question	Response	Guidance
1. What is your street address?		
2. What is the city or town?		Ask the questions as listed.
3. What is the county?		Record the responses accurately.
4. What is the state?		Then, add any additional information provided
5. What is the zip code?		in the notes section of the tool. (online and printed)

Section 1—Consumer Demographics—contin	ued	
B. Basic Information—continued		
C. Address—Continued		
6. Do you live in a rural or non-rural area?	☐ Rural	
(RUCA Code)	☐ Non-Rural	Ask the questions as listed.
7. What is your mailing address or PO box?		Record the responses accurately.
8. What is the city or town?		Then, add any additional information provided
9. What is the state?		in the notes section of the tool. (online and
10. What is the zip code?		printed)
D. Consumer's Emergency Contacts		
Question	Response	Guidance
1a. Who is your primary contact?		
1b. What is their phone number?		Ask the questions as listed.
2a. Who is your secondary contact?		Record the responses accurately.
2b. What is their phone number?		Then, add any additional information provided
		in the notes section of the tool. (online and
		printed)
E. Physical Health		
Question	Response	Guidance
How do you rate your overall health?	☐ Excellent	Caldalles
The was you rate your everall model.	☐ Fair	Ask the questions as listed.
	☐ Good	Record the responses accurately.
	□ Poor	Then, add any additional information provided
	☐ Information Unavailable	in the notes section of the tool. (online and
2. Have you seen your Primary Care Physician	☐ Yes ☐ No	printed)
in the last year? (doctor)	L fes L NO	
3a. Have you fallen in the last six months?	☐ Yes ☐ No	
-	□ 162 □ INO	
3b. If yes, please indicate why you fell	□ Vaa □ Na	
4. Have you been hospitalized in the last six	☐ Yes ☐ No	
months?		

Section 1—Consumer Demographics—continued				
B. Basic Information—continued				
F. Benefits				
Question	Respon	ise	Guidance	
1. What benefits do you have?	☐ SNAP (food benefi	its)		
	☐ Social Security Dis	sability	Ask the questions as listed.	
	☐ Supplemental Sec	curity Income	Record the responses accurately.	
	☐ General Cash Assi	istance	Then, add any additional information provided	
	☐ Senior Farmers Ma	arket	in the notes section of the tool. (online and	
	☐ Subsidized Housin	ng	printed)	
	☐ Section 8 Housing	5		
	☐ Commodities			
	☐ LIHEAP (energy as:	sistance)		
G. Health Insurance (NM)				
1. Do you have health insurance?	☐ Yes ☐ No			
2. Do you have any of the following types of	☐ Medicare—Part A		Ask the questions as listed.	
insurance or benefits?	☐ Medicare—Part B		Record the responses accurately.	
	☐ Medicaid		Then, add any additional information provided	
	☐ Employer-based Ir	nsurance	in the notes section of the tool. (online and	
	☐ Private Insurance		printed)	
3a. Medicare number, if applicable			(ONLY to be asked, if necessary,	
3b. Medicaid number, if applicable			depending on the service)	
H. Emergency Preparedness (NM)				
1. Do you depend on electricity for medical	☐ Yes ☐ No			
needs, for example, for oxygen, etc.?			Ask the questions as listed.	
2. Do you use a wheelchair, scooter, walker,	☐ Yes ☐ No		Record the responses accurately.	
or cane?			Then, add any additional information provided	
3. Can you get out of your home in case of an	☐ Yes ☐ No		in the notes section of the tool. (online and	
emergency?			printed)	
4a. If there is an emergency / power outage,	☐ Yes ☐ No			
will your home remain heated / cooled?	<u> </u>			
4b. If yes, what main source of heat / energy	□ Wood □	☐ Propane		
does your home use?	🔲 Natural Gas 📙	Other		

Section 1—Consumer Demographics—continued		
B. Basic Information—continued		
H. Emergency Preparedness—continued		
Question	Response	Guidance
5. If there is an emergency / power outage, will you have clean water in your home?		Ask the questions as listed. Record the responses accurately. Then, add any additional information provided in the notes section of the tool. (online and printed)

Section 2— ADLs / IADLs / Nutritional Health	Assessment	
A. Section Trigger		
This section shall be complete with the following Congregate Nutrition, Home Delivered Nutrition		ed Transportation, Case Management, Chore,
B. Supports Overview		
Question	Response	Guidance
☐ Yes—Complete Section		Is the service you wish to provide listed above?
□ No		If so, complete this section.
1a. Do you have family or other support you	☐ Yes ☐ No	
need?		Ask the questions as listed.
1b. If yes, how much support is given each	☐ None	Record the responses accurately.
week?	☐ 24 hours or less	Then, add any additional information provided
	☐ 25–40 hours	in the notes section of the tool. (online and
	☐ 40–60 hours	printed)
1c. Please describe the type of support(s)		
2a. Do you receive services from another	☐ Yes ☐ No	
program / provider?		
2b. If yes, please indicate the program /		
provider name and describe the type of		
service(s)		

Section 2— ADLs / IADLs / Nutritional Health Assessment			
C. Katz Index (evidence based) of Activities	s of Daily Living (ADLs)— (1=Independence Low=Dependent.) Independence = No su		
<b>Dependence</b> = With supervision, direct, p	· · · · · · · · · · · · · · · · · · ·	JCI VISIOII,	direction, or personal assistance
☐ Consumer refuses to answer		Score	Guidance
1. Do you need help bathing?	☐ Independence=1 ☐ Dependence=0		6 = Consumer is very independent,
2. Do you need help dressing?	☐ Independence=1 ☐ Dependence=0		requires no assistance
3. Do you need help using the toilet?	☐ Independence=1 ☐ Dependence=0		5 = Consumer is independent, rarely may
4. Do you need help transferring from one place to another?	☐ Independence=1 ☐ Dependence=0		require assistance 4 = Consumer is moderately dependent,
5. Are you able to control your bladder and bowel movements?	☐ Independence=1 ☐ Dependence=0		may require assistance 3 = Consumer is dependent, requires
6. Are you able to eat by yourself?	☐ Independence=1 ☐ Dependence=0		assistance
Total ADL Score  Number of ADLs for Administration for Community Living (ACL)  Older Americans Act Performance System (OAAPS) Reporting  (Internal reference only)			<ul> <li>2 = Consumer is very dependent, requires assistance</li> <li>1 = Consumer is very dependent, requires assistance</li> <li>0 = Consumer is very dependent, requires assistance</li> </ul>
			Ask the questions as listed. Record the responses accurately. Then, add any additional information provided in the notes section of the tool. (online and printed)

## Section 2— ADLs / IADLs / Nutritional Health Assessment

D. LAWTON-BRODY SCALE (evidence based) OF INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IADLs) — Select ONLY one (1) answer per question.

Total the points, 0 (low function, dependent) to 8 (high function, independent)

	dependent) to 8 (high function, independent)	Score
Consumer refuses to answer	D	
Question  1. Can you use the telephone?	<ul> <li>Response</li> <li>Operates telephone on own initiative - looks up and dials numbers, etc. (1 point)</li> <li>Dials a few well-known numbers (1 point)</li> <li>Answers telephone but does not dial (1 point)</li> <li>Does not use telephone at all (0 points)</li> </ul>	Guidance  The IADL scale measures the functional impact of emotional, cognitive, and physical impairments.  Only four (4) IADLs are used when
Are you able to complete you own shopping?	<ul> <li>Takes care of all shopping needs independently (1 point)</li> <li>Shops independently for small purchases (0 points)</li> <li>Needs to be accompanied on any shopping trip (0 points)</li> <li>Completely unable to shop (0 points)</li> </ul>	determining if an individual is eligible to receive in-home/Cluster 1 services.  If an individual is eligible for inhome/Cluster 1 services, he/she may receive assistance with IADLs that are not considered when determining the eligibility
3. Are you able to prepare your own food?	<ul> <li>Plans, prepares and serves adequate meals independently (1 point)</li> <li>Prepares adequate meals if supplied with ingredients (0 points)</li> <li>Heats, serves and prepares meals, or prepares meals but does not maintain diet (0 points)</li> <li>Needs to have meals prepared and served (0 points)</li> </ul>	for personal care services but have been scored a 1 or 2.  IADLs are scored based on what an individual can do rather than what he/she is doing. IADLs should be scored based on how an individual usually performs a task.
4. Are you able to complete you own housekeeping tasks	<ul> <li>Maintains house alone or with occasional assistance (1 point)</li> <li>Performs light daily tasks such as dish washing, bed making (1 point)</li> <li>Performs light daily tasks but cannot maintain acceptable level of cleanliness (1 point)</li> <li>Needs help with all home maintenance tasks (1 point)</li> <li>Does not participate in any housekeeping tasks (0 points)</li> </ul>	A score ranges from 0 (low function or dependent) to 8 (high function or independent).  Ask the questions as listed. Record the responses accurately. Then, add any additional information provided in the notes section of the tool. (online and printed)

D. LAWTON-BRODY SCALE (evide	nce based) OF INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IA	ADLs) —continued
Question	Response	Guidance
5. Do you take care of your own laundry?	<ul> <li>Does personal laundry completely (1 point)</li> <li>Launders small items - rinses stockings, etc. (1 point)</li> <li>All laundry must be done by others (0 points)</li> </ul>	The IADL scale measures the functional impact of emotional, cognitive, and physical impairments.
6. Are you able to transport yourself where you need to go?	<ul> <li>Travels independently on public transportation or drives own car (1 point)</li> <li>Arranges own travel via taxi, but does not otherwise use public transportation (1 point)</li> <li>Travels on public transportation when accompanied by another (1 point)</li> <li>Travel limited to taxi or automobile with assistance of another (0 points)</li> <li>Does not travel at all (0 points)</li> </ul>	Only four (4) IADLs are used when determining if an individual is eligible to receive in-home/Cluster 1 services.  If an individual is eligible for inhome/Cluster 1 services, he/she may receive assistance with IADLs that are not considered when determining the eligibility for personal care services but have been scored a 1 or 2.  IADLs are scored based on what an individual can do rather than what he/she is doing. IADLs should be scored based on how an individual usually
7. Do you take care of your medications?	<ul> <li>Is responsible for taking medication in correct dosages at correct time (1 point)</li> <li>Takes responsibility if medication is prepared in advance in separate dosage (0 points)</li> <li>Is not capable of dispensing own medication (0 points)</li> </ul>	
8. Do you handle your financial matters?	<ul> <li>Manages financial matters independently, collects and keeps track of income (1 point)</li> <li>Manages day-to-day purchases, but needs help with banking, major purchases, etc. (1 point)</li> <li>Incapable of handling money (0 points)</li> </ul>	A score ranges from 0 (low function or dependent) to 8 (high function or independent).
Number of ADLs for Administration Older Americans Act Performance (Internal reference only)		Ask the questions as listed. Record the responses accurately. Then, add any additional information provided in the notes section of the tool. (online and printed)

Section 2— ADLs / IADLs / Nutritional Health Ass	sessment	
E. Nutritional Health Assessment (Yes = 1 point. No = 0	· · · · · · · · · · · · · · · · · · ·	
0 – 2 = Good. 3 – 5= Moderate Nutritional Risk.		
Question	Response	Guidance
<ol> <li>Do you have an illness or condition that makes you change the kind and /or amount of food you eat?</li> <li>Do you eat fewer than two meals per day:?</li> <li>Do you eat fewer than 5 servings of fruits or vegetables per day?</li> <li>Do you eat fewer than 2 servings of dairy per day?</li> <li>Do you-have three or more drinks of beer, liquor or wine almost every day:?</li> <li>Do you! have tooth or mouth problems that make it hard for you to eat:?</li> <li>Answer this statement with a yes or no, "I don't always have enough money to buy the food I need."</li> <li>Do you!-eat alone most of the time:?</li> <li>Do you take three or more different prescribed or over-the-counter drugs a day?</li> </ol>		Nutritional Health Assessment (11 questions) Total Nutritional Score 0–2: Good 3–5: Moderate Nutritional Risk 6 or more: High Nutritional Risk  Ask the questions as listed. Record the responses accurately. Then, add any additional information provided in the notes section of the tool. (online and printed)
10. Without wanting to, have you lost or gained 10 pounds in the last six months:?		
11. Without wanting to, have you lost or gained 10 pounds in the last six months:?		
Total Nutritional Number of ADLs for Administration for Community Livi Older Americans Act Performance System (OAAPS) R (Internal reference only)		

Section 3— Caregiver Services				
A. Caregiver Information				
Question	Response	Guidance		
Does the consumer have a primary caregiver?	<ul><li>☐ Yes—Complete Caregiver Assessment</li><li>On Caregiver</li><li>☐ No</li></ul>	Caregiver Information (5 questions—Numbers 3–7)  Ask the questions as listed. Record the responses accurately. Then, add any additional information		
Is the person requesting the service a primary caregiver?	<ul><li>☐ Yes—Complete Caregiver Assessment</li><li>☐ No</li></ul>			
3. What is the name of the primary caregiver?		provided in the notes section of the tool. (online and printed)		
4. What is the date of birth of the primary caregiver?				
5. What is the date of birth for the care recipient?				
6. What is the phone number for the primary caregiver?				
7. What is the relationship of the caregiver to the care recipient?	<ul> <li>☐ Husband</li> <li>☐ Wife</li> <li>☐ Domestic Partner, including civil union</li> <li>☐ Son / Son-in-law</li> <li>☐ Daughter / Daughter-in-law</li> <li>☐ Sister</li> <li>☐ Brother</li> <li>☐ Other Relative</li> <li>☐ Non-Relative</li> <li>☐ Grandparent</li> </ul>			
	<ul><li>☐ Grandparent</li><li>☐ Parent</li><li>☐ Other Elderly Relative</li><li>☐ Elderly Non-Relative</li></ul>			

A. Assessment Outcome				
Question	Response	Guidance		
1a. Did you have help from a family member or	☐ Yes ☐ No	Assessment Outcome (2 questions)		
friend answering the questions on this form?				
1b. If yes, by whom				
2. Assessor recommended services—	□Cluster 1: Personal Care	(Assessor, select which service(s) the		
Subservices vary with each AAA and	□Cluster 1: Homemaker	consumer is eligible for based on the		
Provider.	□Cluster 1: Chore	services available.)		
	□Cluster 1: Home Delivered Nutrition	Ask the guestions as listed		
	□Cluster 1: Adult Day Care / Health	Ask the questions as listed. Record the responses accurately.		
	□Cluster 1: Case Management	necord the responses accurately.		
	□Cluster 2: Congregate Nutrition	Then, add any additional information provided		
	□Cluster 2: Nutrition Counseling	in the notes section of the tool. (online or		
	□Cluster 2: Assisted Transportation	printed)		
	☐Cluster 3: Transportation			
	□Cluster 3: Information and Assistance			
	□Cluster 3: Evidence-based Health Promotion			
	□Cluster 3: Non-Evidence-based Health Promotion			
	□Cluster 3: Nutrition Education			
	□Cluster 3: Legal Assistance			
	□Cluster 3: Other Services			
	□ Caregiver Counseling			
	□Caregiver Training			
	□Caregiver Support Group			
	□Caregiver Respite (In-Home)			
	□Caregiver Respite (Out-of-Home, Day)			
	□Caregiver Respite (Out-of-Home, Overnight)			
	□Caregiver Respite (Other)			
	□Caregiver Assistance: Case Management			
	☐ Caregiver Assistance: Information and Assistance			
	□ Caregiver Information Services			
	☐ Caregiver Supplemental Services			

Section 4— Assessment Outcome					
Assessment Outcome—continued					
Question	Response	Guidance			
3. Follow through needed?	☐ Yes ☐ No	(Assessor, after selecting which service(s) the consumer is eligible for based on the services available, determine if follow through is needed.)			
Section 4— Assessment Outcome / Scoring / Recommendations					
4. Assessment Summary—Scores attained on the following:					
Question	Response	Guidance			
Section 2 C. Katz Index of ADLs→ enter score		Summarize the scores from the UCIT.			
Section 2 D. Lawton-Brody IADLs→ enter score		Add any additional notes from your observation during the assessment.			
Section 2 E. Nutritional Health Assessment					
→ enter score					
Additional Factors		1			
Lives Alone (Section 1 17a.)	☐ Yes ☐ No				
Do you have permanent housing? (Section 1 18.)	☐ Yes ☐ No				